

A1. Actual Performance Review

A1. 1. Operational Review

A snapshot of the Operation Review of the Petitioner is given below:

A) Technical Improvements

i. Peak Demand

Table 1: Unrestricted Peak Demand (MW) From FY 19-20 to FY 23-24

S No.	Particular	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24
1	Unrestricted Peak Demand	2069	1854	2106	2228	2218

ii. Transformer failure

Table 2: Transformer failure rate w.r.t numbers

S No.	Particular	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24
1	Transformer failure rate	0.71%	1.02%	1.64%	1.86%	0.91%

iii. Augmentation /Maintenance of Network

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

Table 3: Augmentation & Maintenance details from FY 19-20 to FY 23-24

S No.	Particular	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24
1	No. of Power Transformer	205	212	215	217	219
2	EHV Capacity (MVA)	4,747	4,916	5,087	5,253	5,316
3	Number of Distribution Transformer	30,775	31,171	30,926	30,251	30,414
4	DT (MVA)	5,682	5,829	6,369	6,452	6,587

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 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24
1	April	0.252	0.140	0.148	0.130	0.119
2	May	0.233	0.251	0.185	0.209	0.143
3	June	0.330	0.167	0.264	0.139	0.124
4	July	0.239	0.149	0.179	0.126	0.081
5	August	0.253	0.206	0.194	0.164	0.125
6	September	0.196	0.131	0.123	0.104	0.102
7	October	0.164	0.115	0.128	0.094	0.097
8	November	0.097	0.105	0.079	0.088	0.056
9	December	0.119	0.134	0.112	0.099	0.058
10	January	0.127	0.146	0.126	0.120	0.092
11	February	0.097	0.131	0.105	0.086	0.076
12	March	0.159	0.162	0.111	0.158	0.081
	For the year	2.267	1.837	1.754	1.517	1.152

**Interruptions are taken only for 11 KV BREAKDOWN DATA Excluding Force Majeure.*

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 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24
1	April	0.219	0.073	0.089	0.075	0.068
2	May	0.158	0.172	0.089	0.138	0.104
3	June	0.235	0.107	0.163	0.091	0.067
4	July	0.166	0.070	0.088	0.088	0.043
5	August	0.193	0.105	0.103	0.094	0.065
6	September	0.133	0.071	0.059	0.068	0.063
7	October	0.137	0.062	0.078	0.054	0.043
8	November	0.067	0.066	0.036	0.048	0.030
9	December	0.072	0.084	0.074	0.057	0.034
10	January	0.083	0.082	0.075	0.067	0.073
11	February	0.064	0.072	0.059	0.050	0.047
12	March	0.111	0.090	0.064	0.100	0.045
	For the year	1.638	1.054	0.977	0.929	0.681

* Interruptions are taken only for 11 KV BREAKDOWN DATA Excluding Force Majeure.

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 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24
1	April	0.003	0.003	0.002	0.001	0.001
2	May	0.010	0.001	0.002	0.004	0.005
3	June	0.006	0.001	0.003	0.011	0.001
4	July	0.002	0.004	0.009	0.003	0.002
5	August	0.004	0.002	0.004	0.005	0.004
6	September	0.002	0.001	0.002	0.003	0.007
7	October	0.007	0.005	0.003	0.001	0.007
8	November	-	0.004	-	-	0.000
9	December	-	0.001	0.002	0.002	0.000
10	January	0.001	0.006	0.004	0.005	0.002
11	February	-	-	0.002	0.000	0.003
12	March	0.008	0.001	0.001	-	0.000
	For the year	0.043	0.029	0.035	0.035	0.032

* Interruptions are taken only for 11 KV BREAKDOWN DATA Excluding Force Majeure.

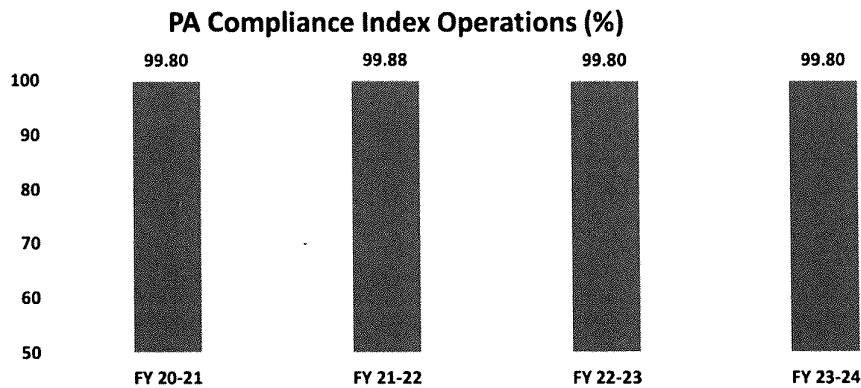
v. Performance Parameters - A snapshot of other performance parameters as per DERC Performance Standard Regulation, 2017 is given below:

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (%) (FY 23-24) (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	228111	228010	101	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		56371	56019	352	99.38
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		470	465	5	98.94
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		105541	105469	72	99.93
(v)	Continuous scheduled power outages		4001	3994	7	99.83
(vi)	Replacement of burnt meter or stolen meter		3394	3392	2	99.94
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	8421	8416	5	99.94
	Restoration of supply by 6:00 PM		8421	8357	64	99.24
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	146768	146693	75	99.95
Reliability			Indices			

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)			Standard of Performance achieved (%) (FY 23-24) (C)
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	1.152				
	SAIDI		0.681				
	CAIDI		0.591				
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	-	
7	Percentage billing mistakes	Shall not exceed 0.2%	8485	8492	5	0.04	

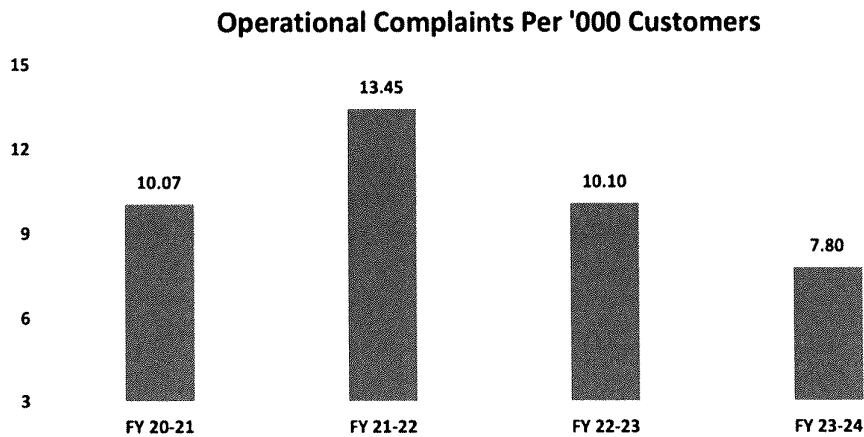
There are opening cases being attended during the year. Similarly, cases exist being received /reported during the year but carried forward to next year

PA Compliance Index Operations – Performance Assurance (PA) index is the compliance to the timelines defined by DERC for rectification of the technical faults affecting power supply. Tata Power-DDL has consistently over achieved the DERC Performance Standards for supply of Power. Introduction of operational technologies such as ADMS, GIS, DA, GSAS, FFA has enabled in sustaining the performance by bringing process integration and enhancing overall efficiency.



Operational Complaints per '000 Customer represents the average technical complaints (related to power supply) received per month for every 1000 customers.

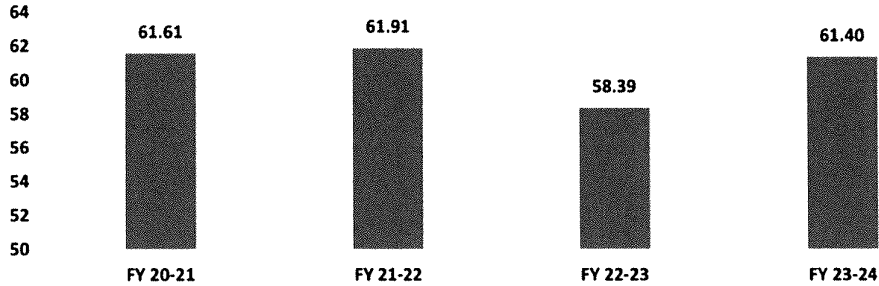
These complaints can be due to localized or individual faults. Regular maintenance at the 11 kV & LT network (including revamping of service lines & distribution boxes) is done for improving last mile connectivity due to which there has been a continuous reduction in the fault.



No Current Complaint MTTR (Mean Time to Repair) reflects the average time taken for restoration of power supply.

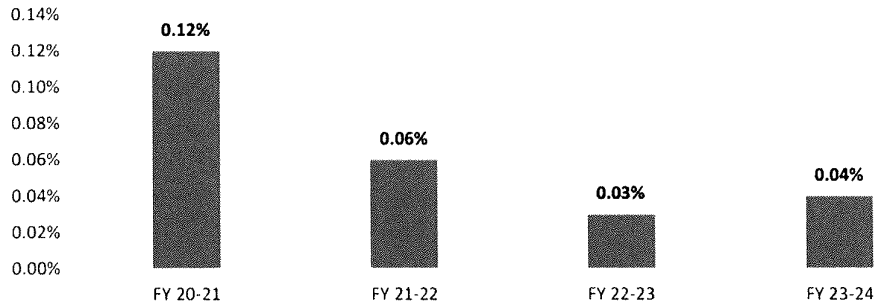
No Current Complaints (NCC) are the customer complaints related to Power Supply received at the call center. There has been a continuous reduction in the time for attending NCC with the utilization of Innovative Operational technologies such as FFA, ADMS, DA, RTCFI.

No. Current Complaints (Minutes)



Defective Bills With stringent Reading Quality and Billing Check available in the Reading & Billing process, it is ensured that the Bills being sent to customers are error free. The error is also on account of manual reading process and the same shall get addressed with installation of Smart Meters.

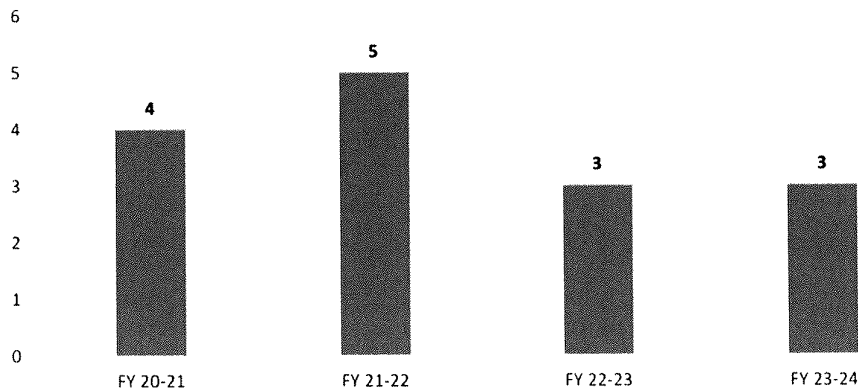
Defective bill (%)



LT New Connection Cycle Time (Days)

There has been continuous reduction in time taken for releasing the connection after completion of commercial formalities due to various process improvement initiative been taken like Online New Connection, Introduction of FFA, and introduction of two document scenario.

LT New Connection Cycle Time (Days)



Customer Satisfaction relative to Comparators

While operating in a licensed area, customers of Tata Power-DDL do not have access to any other DISCOM. However, in CSAT Survey (external), customers are asked to provide feedback on services provided by other utilities (Gas, Water and Telecom) operating in our area. Based on the feedback provided, customers have rated Tata Power-DDL services as the best amongst other utilities.

CARE FOR OUR COMMUNITY/ COMMUNITY RELATIONS (FY 2023-24)

CORPORATE SOCIAL RESPONSIBILITY

The philosophy of Corporate Social Responsibility as practiced by Tata Group is a legacy of its founders. At Tata Power-DDL, rich heritage and the unmatched legacy of Tata Group for holistic development of underprivileged communities, societies & nation becomes the guiding force for adoption of community development initiatives. The community outreach programs, working on the lines of triple bottom line approach, aim to serve key communities in a systematic & planned way. The initiatives undertaken by the Social Impact Group at Tata Power-DDL are categorized into heads (5E wise) namely: Education, Employment, Employability, Entrepreneurship and Essential Enablers. For Tata Power-DDL, improving the living conditions of the downtrodden, empowering the economically weaker and emancipating

the socially underprivileged sections of society are the very foundation of its success. One of the unique selling points of the CSR initiatives at TATA Power DDL is the strong culture of employee volunteerism and participation in its initiatives and programs. The synergy between top level management, employees and volunteers make for a holistic team focused on the development of society and the community it serves. **Sustainability is an integral part of Tata Power-DDL Lakshya 2026 which focusses on CSR Effectiveness Index >90%.**

TARGET COMMUNITIES

The target communities of Tata Power-DDL's CSR Wing are all the inhabitants residing in 220+ JJ clusters and resettlement colonies, unauthorized colonies and villages falling under Tata Power-DDL's area of operation (North and North West Delhi) and other business development locations. These are inhabited by 2,00,000 households/Jhuggi Jhopris which form the key community. These clusters are scattered and have minimal civic amenities. Majority of the residents are migrants who drifted from their native place to Delhi in search of better living and employment opportunities. The individuals residing in these clusters face basic problems of employment, health, hygiene, education and infrastructure. The analysis of poverty levels of these areas reveals that majority of the population is from the Below Poverty Line (BPL) category, which reflect the deprivation and vulnerability of these people. These clusters also have a very high representation of SC/ST communities that further emphasizes on the need for inducing various developmental initiatives for underserved communities.

INITIATIVES



UNNATI

Women Literacy Centres

Tata Power-DDL established Women Literacy Centres to impart Functional Literacy to the female populace residing in North and Northwest Delhi. Under this program, an educated woman from the community is identified as an instructor and her house serves as the classroom. The classroom is equipped with a computer having a built-in speech-based

learning software provided by Tata Consultancy Services (TCS), a Hindi newspaper, small library facility, a blackboard, display charts and stationary items to support the instructor. Financial Literacy Modules are also an integral part of WLCs since FY 23. Apart from this, beneficiaries are made aware on nutrition, health issues, sanitation, safety and various other topics from time to time. The timeline of the module is six months, and the duration of classes is 1.5 to 2 hours each day, six days a week. The program has seen great success over the years. They can now read, write, travel on their own, make their own signatures instead of a thumbprint, operate their bank account and can even help their children in studies. This program also empowers these women financially as many choose to become instructors after completing the functional literacy course. Exams are conducted to measure the competency and efficiency of the WLC beneficiaries after which a certificate is provided to each beneficiary in which their grades are declared. Therefore, it creates a sense of achievement and satisfaction to beneficiaries within their community. **ABHA Program**

ABHAs are female brand ambassadors in their respective communities wherein they promote and sensitize communities about various CSR programs like Women Literacy Centres, vocational training centres, free health services through mobile dispensaries, Arogya Program, Eye Camps, Cancer Screening Camps, scholarship program for school and professional institutes etc. ABHAs assist the community in availing benefits of Tata Power-DDL's CSR initiatives and work as first consumer-contact points. 841 women are designated as ABHAs and are working dedicatedly in the community. Monthly sessions are organized for regular monitoring and capacity building of associated ABHAs. ABHAs conduct various field surveys such as household surveys, socio-economic survey and also support in conducting Community Reach Out Programs (CROP) wherein they conduct sessions on numerous topics whose beneficiaries are people living in the communities where Tata Power-DDL operates in.

Entrepreneurship Development Program

The Entrepreneurship Development Program (EDP) was started to provide avenues of financial autonomy to our female beneficiaries. The objective of the program was to develop a community platform for women by forming their Self-Help Groups (SHGs), link them to financial institutions like banks and explore different livelihood opportunities for them based on their skills and interests. Till FY 24, more than 220+ SHGs have been trained in various trades like face mask preparation, Hand sanitizers packaging, Jute-based products, sanitary napkins packaging, Macramé work, home décor items, soft toys making, etc. 3000 women have been trained annually in such work. Through these small ventures, women have started

earning in the range of Rs.5000 to Rs. 10000/- per month. At the expansion stage, these women are also being given knowledge and skills regarding marketing strategies. In order to promote their products on the external platform, various exhibition-cum-sale units have been organized by SHG Women and as a result, a lot of orders for various SHG products were received from different corporates. In FY 23-24, SHG Products were displayed and sold at various internal as well as external forums such as Vistara, Tata Power-Mumbai, Aga Khan Exhibition etc.

Vocational Training Centres

Vocational Training Centres (VTCs) were set up to provide livelihood opportunities to unemployed youth & school drop-outs enabling them to become employable and earn a living. Tata Power-DDL runs 22 such centres and 1 special centre for Persons with Disability known as Shad Training Centre. All these VTCs are in proximity to the communities to ensure ease of access to the beneficiaries, especially women. Training in various vocations like computers, digital marketing, stitching, tailoring, beautician, retail chain, office assistant, hospitality. All the vocations provide high placement prospects to the beneficiaries and enables them to start their own ventures. In FY 23-24, groundwork has been laid for developing a new vocational training centre at Palla Majra.

Tutorial Program

The socio-economic status of the families residing in our JJ clusters proves to be an obstacle in imparting quality education to their wards. Poor quality education, lack of infrastructure within schools and a disorganized evaluation system, all lead to loss of interest in studies adding to the dropout rate. After voluntarily dropping out of mainstream education system, these wards who are still in their teenage or pre-teenage, either get entrapped in anti-social activities or start working in order to support their families. This aggravates the problem of child labour leading to exploitation at their workplaces. Tutorial classes are provided to school going students of standard I-X wherein they receive free supplementary education. A qualified teacher is appointed who helps the students complete their homework and solve general queries regarding various subjects like Mathematics, English, Science, etc.

Community Library (Sarvajanic Library)

Tata Power-DDL, in collaboration with NGO Read India, launched the Sarvajanic Library at Jahangirpuri VTC in FY 23-24. Currently, the library is home to more than 3000 books from

different sources such as NBT, DPS and many more and is equipped with computers to facilitate E-learning, making it a cornerstone for educational growth and curiosity. 200 beneficiaries are registered at the Sarvajanik Library. In alignment with Read India's commitment to fostering literacy and learning from an early age, approximately 35 children have been registered for the Early Childhood Development program. This initiative underscores our dedication to promoting literacy and educational development among the youth within our community. We had also started doing the activities like; Story Telling, Poem Recitation and Reading etc.



UJJWAL

Soft Skill Development Training Program

The Soft Skill Development Training Program is designed specifically for adolescent girls belonging to underserved communities. The Roshni Foundation & Academic support program focus extensively on Life Skills Training, Personality Development, Interpersonal Skills and English-Speaking Abilities. A significant number of Roshni beneficiaries are now pursuing higher education from University of Delhi and other colleges across India. Some of them have also been employed in various organisations. The Soft Skill Development Training Program is currently being conducted in 18 Government TAAP associated schools of Delhi. In FY 23-24, 7470 beneficiaries have benefitted from the program.

Professional Scholarship Program & Industrial Training

Under the ambit of Employability, Tata Power-DDL awards scholarships to students pursuing various professional courses. The AA students are selected on means-cum-need basis after accepting recommendations from the principals of respective Government Institutions. They are provided financial assistance to meet their annual tuition fee. 716 students have been supported in the last financial year through scholarship program.

Tata Power-DDL also offers Internship/ Industrial Training to these students to meet their subject curriculum which gives them some practical exposure in various departments of the company and increases their chances of employability after completion of their respective

degree course. In FY 23-24, 510 students were provided Industrial Training in Electrical Engineering.

Lakshya Coaching Classes



With the aim to give young minds a competitive edge, make them equipped for future challenges and to help them in achieving good ranks in competitive exams to qualify for IIT-JEE & NEET, Tata Power-DDL started special coaching classes in Financial Year 2022-2023 under the name of Lakshya Classes for 100 meritorious students of Class-XI of TAAP associated government schools. Under this initiative, a coaching center was established at Tata Power-DDL's premises in RU Nagar, Shalimar Bagh, Delhi. The Lakshya Classes Center was inaugurated in March 2023. Lakshya Coaching Classes intends to encourage and support meritorious students interested in pursuing competitive examinations to secure a bright and better future. Tata Power-DDL collaborated with Ex Navodayan Foundation to fulfill this aspiration. In FY 23-24, TATA Power-DDL provided coaching facilities to 200 beneficiaries.

School Scholarship Program

Tata Power Delhi Distribution Limited organized the Tata Affirmative Action Program (TAAP) Annual Scholarship Distribution Ceremony under its Ujjwal Program at Tata Power-DDL Learning Centre - CENPEID in December 2023. During the event, a total of 427 students from 30+ government senior secondary schools were felicitated with scholarships in the form of reference books, stationery items and school bags.

Meri Paatshala

Tata Power-DDL started the "Meri Pathshala" program with the objective to bring every underprivileged out-of-school child into formal schooling. Under the program, Tata Power-DDL has supported 20 STCs in 17 government schools by converting them into Gyan Loks. In FY 23-24, 640 were enrolled and upgraded into formal education. These Gyan Loks have been

equipped with Digital Class Rooms and further support to students are provided in the form of Education & Stationery Kits, School Uniforms & Shoes, Indoor and Outdoor Sports Items. To motivate students to attend school regularly, classrooms have been decorated with graffiti depicting the importance of education.

Career Counselling Program

Under the Career Counselling program, scholarship recipients received one-on-one counseling, and open workshops were conducted for all Class X and XII students to help them identify prospective career and educational paths based on their interests and preferences. Over 3400 students benefitted from the program in FY 23-24.

SANJEEVANI

Mobile Dispensaries



Lack of sanitation and unhygienic living conditions of the residents of JJ Clusters have always resulted in poor health indices. This adds to their already fragile age and inability to travel alone to hospitals/clinics. To overcome the challenges, Tata Power-DDL under its Sanjeevani program, has been running 6 Mobile Dispensaries for the benefit of the inhabitants residing in 220+ JJ clusters, resettlement, unauthorized colonies and villages at their doorsteps by providing basic healthcare facilities, where there are no permanent health facilities / Mohalla clinics available nearby. The services include free consultation, medication and sensitization on various topics related to health and hygiene. The activities of Mobile Health Dispensaries covered two times a week and there are diversions to cover the aforesaid activities due to its wider approach and flexibility in terms of spatial area and population. More than 165000 beneficiaries benefitted from MDUs in FY 23-24.

RO Plants/ Ultra Filtration Units

In order to address the challenges faced by JJ Cluster which were its neighbourhood community as well as low-end customers Tata Power-DDL has installed 101 Industrial Ultra Filtration Plants in the JJ clusters (slums), resettlement colonies, Government Educational Institutions and Delhi Metro stations for the benefit of the inhabitants, students and metro commuters. Also, 16 SHG Women are engaged for the day-to-day operations of the Ultra Filtration Plants installed in the JJ clusters & Delhi Metro stations at multiple locations. The Plants having water purifying capacity of 500 LPH (Litre per Hour) directly benefits 4.20 Lakh people every day. The initiative also provides two-prolonged solutions. Firstly, it addresses the drinking water issue for the communities (slum dwellers from disadvantaged sections of society). Secondly, it provides a sustainable livelihood option for the Women Self Help Group Members engaged for the day-to-day operations of the RO sites in JJ Clusters & Metro stations, earning their additional household income from each UF Unit.

Project Arogya

Malnutrition is one of the critical areas of focus under Project Arogya. Pregnant women and children between the age group of 0-5 are the target groups. Keeping the above aspect in thought, Social Impact Group launched the Arogya Project in 2019 at one of our JJ Clusters namely Udham Singh Park, Wazirpur Industrial Area in association with the NGO Eduquest and with the support of ABHAs of the area. Under this initiative, health check-up camps at regular intervals are organised wherein vitals like HB, Blood Pressure, Weight and Height etc are measured and medicines/ supplements are given on doctors' advice. Further, beneficiaries are sensitized on balance- diet and nutrition. In FY 23-24, 1364 women and children benefitted from the program.

Blood Donation Camps

Tata Power-DDL in association with Indian Red Cross Society (IRCS) and Lions Blood Centre organizes blood donation camps wherein employees, family members and consumers contribute towards saving lives in distress. Being a corporate donor; Tata Power-DDL employee can avail facilities from these blood banks for Thalassemia afflicted children, employees and their first relatives. Tata Power- DDL has received many awards by The Indian Red Cross Society for its contributions. In FY 23-24, 252 units of Blood were collected on account of the Blood Donation Camps for patients in need. A total of 5 Blood Donation Camps were held in Financial Year 23-24.

Eye Camps

The focus of this initiative is to include the Elderly community by providing eye checkup facilities. The associated institution, Parmanand Hospital provides doctor and equipment free of cost and are conducting free Eye Check-Up Camps in communities. In FY 23-24, under the "Free Eye Check-up" initiative, 6 camps were organized in association with Sant Parmanand Hospital across different location, where we have been able to reach out to more than 580 beneficiaries. Out of the screened beneficiaries, 41 were operated for cataract surgery in FY 23-24.

Cancer Screening Camps

Tata Power-DDL conducts regular cancer screening camps in the communities in our operational area. The camps are held in association with Rajiv Gandhi Cancer Institute and Research Centre (RGC I & RC).

Two different types of Cancer Screening Camps are organized namely:

1. Community based Cancer Screening Camps: Regular Community-based Cancer screening camps on a weekly basis are being organized at 4 different locations: Jahangirpuri, Mangolpuri, Sultanpuri and Shahbad Diary.
2. Population based Cancer Screening Camps: Population-based Cancer Screening Camps are being organised every Saturday at Timarpur VTC focusing on the Patrachaar JJ cluster community.

Those who need further treatment are referred by the hospital and are provided treatment free of cost. A total of 2167 beneficiaries were reached out in FY 23-24.

CLUB ENERJI



Under the Aegis of Club Enerji, the Social Impact Group organized the **National Urja Mela** on December 15, 2023, at Tata Power-DDL Learning Center, CENPEID, Sector-11 Rohini. This

annual event is part of a series of year-long activities aimed at sensitizing students from Club Enerji member schools on Energy Conservation, Climate Change, and Safety.

Throughout the year, students were educated through online and offline sessions conducted by the team. Before the Urja Mela, Mini Urja Melas were organized across 12 districts, engaging over 75,000 students and teachers in activities such as Drawing Competition, Essay Competition, and Quiz Competition, followed by a Recognition and Reward Ceremony.

This year, the National Urja Mela went beyond regional borders, inviting participation from Tata Power subsidiaries across India. Teams from various states showcased their talents in Science Model Competition, Quiz Competition, Drawing Competition, and Best out of Waste Competition. The event welcomed over 800 participants from 170+ member schools.

Mr. Himat Tiwari, CHRO of Tata Power, emphasized the role of young minds in fostering a sustainable future. The event was graced by senior officials from Tata Power, Mumbai, and Tata Power-DDL. More than 40 students received prizes, and over 25 employees volunteered as judges and facilitators. Various teams within the organization provided crucial support for the event's success.

Plantation

Tata Power-DDL initiated mega plantation drives called "Harit Ek Pehal". We planted more than 12,500 saplings, in the year 2023-24. These saplings were planted at various schools, RWA's, Parks, employee residential areas and various office locations of Tata Power-DDL. The saplings planted were procured from private nurseries as well as the Forest Department, Government of NCT, Delhi.

EMPLOYEE VOLUNTEERING






Employee Volunteering at Tata Power-DDL is conducted mainly through Tata Volunteering Week: a month-long volunteering program held in September and March of every Financial Year. Employees, their Family Members and retired Tata Employees are encouraged to contribute during TWV.

Two editions of TATA Volunteering Week were conducted during FY 23-24:








- The theme of TVW 20 was League of Extraordinary Volunteers. In this edition of TVW 20, 7030 volunteers participated and Tata Power-DDL clocked in 21295 volunteering hours.
- The theme of TVW 21 was Score a Four- Overstep the Boundaries for Good or We 4 Volunteering. In the current Edition of TVW, 7126 volunteers participated and Tata Power-DDL clocked in 22124 volunteering hours.



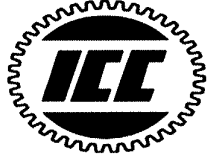



AWARDS AND RECOGNITIONS

Various awards and recognitions have been bestowed on the Company and its executives during the FY 2023-24. Some of the awards and recognitions received by the company are as follows:

S. No.	Name of the Award	Picture
1	Tata Power-DDL won the 'Jury Choice Award' for outstanding achievements in "Gender Equality & Women Empowerment" in Large Enterprise category at the 6th ICC Social Impact Awards 2024.	
2	Tata Power-DDL received the prestigious 'Voice of Customer Impact' Award in the Power Distribution Sector' at the 3rd Annual Excellence Awards 2024.	
3	Tata Power-DDL won the 'Jury Choice Award' at 6th ICC Social Impact Awards 2024	
4	Tata Power-DDL awarded with the prestigious A+ rating in the 3rd edition of the 'Consumer Service Ratings of Power Discoms' by REC Limited, under the Ministry of Power.	
5	Tata Power-DDL received best practice award for Lakshya Initiative at the TAAP convention	

6	Tata Power-DDL won accolades at Global Procurement Summit- 2024	 <p>Global Procurement Summit 2024 Procurement - Enabler for Sustainable Economic Development 18-19 February, 2024 1st Mandarin Hotel, New Delhi</p>
7	Tata Power-DDL received Discoms leadership award at 4th Green Urja & Energy awards by the Indian Chamber of Commerce (ICC)	 <p>ICC</p>
8	Tata Power-DDL won various accolades at the National Convention on Quality Concept (NCQC), Nagpur	 <p>37th First Announcement NATIONAL CONVENTION ON QUALITY CONCEPTS - 2023 Nagpur, 19-20 Nov 2023 RCOEM</p>
9	Tata Power-DDL emerges winner in "Gender Equality & Empowering Women" category at the 10th Greentech CSR India Awards 2023	 <p>10th Greentech CSR INDIA AWARDS 2023</p>
10	Tata Power-DDL won 23rd ICSI National Award for Excellence in Corporate Governance	 <p>ICSI NATIONAL AWARDS FOR EXCELLENCE IN CORPORATE GOVERNANCE 2023</p>
11	Tata Power-DDL won "Top 50 Innovative Companies Award" at CII Industrial Innovation Awards 2023	 <p>CII INDUSTRIAL INNOVATION AWARDS</p>
12	Tata Power-DDL won accolades @ ICQCC '23, Beijing, China	 <p>ICQCC 2023 CHINA International Convention on Quality Control Circles</p>

13	Tata Power-DDL won 'Brand Communications Team of the Year' and 'Environmental Sustainability Communication' Awards at Corp Comm Vision and Innovation Summit & Awards 2023	
14	Tata Power-DDL's Kaizen teams won "Star Champion Award": The Champions' Trophy-2023 by CII	
15	Tata Power-DDL won Platinum Award at 15th Exceed OHS & Security Awards and Conference 2023	
16	Tata Power-DDL won award for Significant Impact through Improvement Interventions at Business Excellence Convention 2023	
17	Tata power-DDL won award for "best customer experience team of the year" and "best contact centre" at the 14th edition of CX Strategy Summit & Awards 2023	
18	Tata Power-DDL recognized with quality sustainability award 2023 by Indian Society for Quality (ISQ)	
19	Tata Power-DDL won 'Jury award–non-deemed category corporate' at Tax India Online Limited (TIOL) awards 2023.	

20	Tata Power-DDL conferred Utkarsh award & best presentation award	
21	Tata Power and its various entities (including TPDDL), are recognized as the Most Attractive Employer by Randstad, The Global Leader in HR Services.	
22	Tata Power-DDL won 5th ICC National Occupational Health and Safety Awards 2023	
23	Tata Power-DDL won utilities deal of the year award under "The Asset Triple A Sustainable Infrastructure Award 2023"	
24	Tata Power-DDL has been conferred with the prestigious "Workplace OHSE Excellence Award" for effective implementation of best practices in the field of occupational health and safety by World Safety Organization-India (State) level OHSE Awards 2023 held on Aug 22nd in Chennai, India.	 <p>WORLD SAFETY ORGANIZATION National Office for India MAKING SAFETY A WAY OF LIFE. WORLDWIDE</p>
25	Tata Power-DDL won accolades at 46 th CII Confederation of Indian Industry National Kai-Zen Conference & Competition	

26	Tata Power-DDL won "Power Distribution Company of the Year" and "Excellence in Customer Service (Distribution Sector)" awards 2023 by ET Energy Leadership Awards 2023	
27	Tata Power-DDL has been conferred with the "Safety Excellence Award" for effectively implementing best practices in the field of Occupational Health and Safety by Greentech Foundation during the 21st Greentech Safety Awards and Summit 2023 held on 29 th -30 th May 2023 at Delhi.	
28	Tata Power-DDL won laurels at 5 th ICC Social Impact Summit & Awards 2023	
29	Tata Power-DDL's Initiative 'Lineman Diwas' won Bronze under Public Affairs Category at 13th Edition of India Public Relations & Corporate Communications Awards (IPRCCA)	