

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 14-15 to FY 18-19

| S. No. | Particular | FY 15 | FY 16 | FY 17 | FY 18 | FY 19 |
|--------|--------------------------|-------|-------|-------|-------|-------|
| 1 | Unrestricted Peak Demand | 1691 | 1615 | 1791 | 1852 | 1967 |

- ii) Transformer failure**

Table 2: Transformer failure rate w.r.t to installed capacity for FY 14-15 to FY 18-19

| S. No. | Particular | FY 15 | FY 16 | FY 17 | FY 18 | FY 19 |
|--------|--------------------------|-------|-------|-------|-------|-------|
| 1 | Transformer failure rate | 0.76% | 0.61% | 0.84% | 0.71% | 1.09% |

- iii) Augmentation / Maintenance of Network**

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

Table 3: Augmentation & Maintenance details from FY 14-15 to FY 18-19

| S. No. | Particular | FY 15 | FY 16 | FY 17 | FY 18 | FY 19 |
|--------|------------------------------------|--------|--------|--------|--------|--------|
| 1 | No. of Power Transformer | 168 | 177 | 188 | 201 | 203* |
| 2 | EHV Capacity (MVA) | 3,680 | 3,838 | 4,178 | 4,545 | 4,729 |
| 3 | Number of Distribution Transformer | 28,693 | 29,096 | 29,526 | 29,906 | 30,502 |
| 4 | DT(MVA) | 4,891 | 5,050 | 5,203 | 5,369 | 5,507 |

*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 15 | FY 16 | FY 17 | FY 18 | FY 19 |
|--------|---------------------|--------------|--------------|--------------|-------------|--------------|
| 1 | April | 0.232 | 0.190 | 0.164 | 0.197 | 0.164 |
| 2 | May | 0.406 | 0.279 | 0.359 | 0.263 | 0.149 |
| 3 | June | 0.426 | 0.310 | 0.282 | 0.289 | 0.176 |
| 4 | July | 0.311 | 0.281 | 0.308 | 0.220 | 0.193 |
| 5 | August | 0.315 | 0.262 | 0.338 | 0.241 | 0.189 |
| 6 | September | 0.231 | 0.205 | 0.190 | 0.188 | 0.168 |
| 7 | October | 0.169 | 0.138 | 0.137 | 0.131 | 0.087 |
| 8 | November | 0.152 | 0.136 | 0.134 | 0.121 | 0.084 |
| 9 | December | 0.191 | 0.111 | 0.143 | 0.155 | 0.084 |
| 10 | January | 0.171 | 0.189 | 0.164 | 0.140 | 0.127 |
| 11 | February | 0.124 | 0.280 | 0.136 | 0.122 | 0.101 |
| 12 | March | 0.207 | 0.190 | 0.187 | 0.157 | 0.104 |
| | For the year | 2.935 | 2.515 | 2.541 | 2.22 | 1.626 |

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 15 | FY 16 | FY 17 | FY 18 | FY 19 |
|--------|---------------------|--------------|--------------|--------------|-------------|--------------|
| 1 | April | 0.193 | 0.158 | 0.172 | 0.185 | 0.190 |
| 2 | May | 0.822 | 0.298 | 0.489 | 0.210 | 0.128 |
| 3 | June | 0.434 | 0.315 | 0.364 | 0.298 | 0.183 |
| 4 | July | 0.337 | 0.331 | 0.350 | 0.191 | 0.205 |
| 5 | August | 0.271 | 0.255 | 0.339 | 0.207 | 0.188 |
| 6 | September | 0.171 | 0.215 | 0.154 | 0.181 | 0.175 |
| 7 | October | 0.137 | 0.104 | 0.109 | 0.131 | 0.077 |
| 8 | November | 0.090 | 0.126 | 0.105 | 0.107 | 0.075 |
| 9 | December | 0.192 | 0.097 | 0.122 | 0.170 | 0.088 |
| 10 | January | 0.163 | 0.144 | 0.182 | 0.162 | 0.152 |
| 11 | February | 0.106 | 0.228 | 0.111 | 0.103 | 0.148 |
| 12 | March | 0.259 | 0.369 | 0.184 | 0.155 | 0.089 |
| | For the year | 3.175 | 2.639 | 2.681 | 2.10 | 1.698 |

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 15 | FY 16 | FY 17 | FY 18 | FY 19 |
|--------|---------------------|--------------|--------------|--------------|--------------|--------------|
| 1 | April | 0.005 | 0.011 | 0.002 | 0.005 | 0.002 |
| 2 | May | 0.003 | 0.004 | 0.006 | 0.005 | 0.001 |
| 3 | June | 0.009 | 0.010 | 0.006 | 0.003 | 0.002 |
| 4 | July | 0.003 | 0.004 | 0.001 | 0.005 | 0.002 |
| 5 | August | 0.005 | 0.008 | 0.003 | 0.004 | 0.000 |
| 6 | September | 0.009 | 0.004 | 0.000 | 0.001 | 0.004 |
| 7 | October | 0.004 | 0.002 | 0.002 | 0.001 | 0.000 |
| 8 | November | 0.006 | 0.002 | 0.000 | 0.001 | 0.000 |
| 9 | December | 0.001 | 0.000 | 0.006 | 0.000 | 0.003 |
| 10 | January | 0.001 | 0.000 | 0.002 | 0.005 | 0.001 |
| 11 | February | 0.002 | 0.000 | 0.002 | 0.000 | 0.000 |
| 12 | March | 0.001 | 0.000 | 0.005 | 0.012 | 0.001 |
| | For the year | 0.047 | 0.046 | 0.035 | 0.041 | 0.018 |

iv). Performance Parameters

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

| Performance Standard for FY 18-19 | | | | | | |
|-----------------------------------|---|--|------------------------------------|-------------------------|-----------------------|---|
| 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 | 336383 | 335854 | 529 | 99.84 |
| (ii) | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | 137797 | 136507 | 1290 | 99.06 |
| (iii) | Continuous power supply failure requiring replacement of distribution transformer. | | 1643 | 1636 | 7 | 99.57 |
| (iv) | Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not | | 104286 | 103889 | 397 | 99.62 |

| Performance Standard for FY 18-19 | | | | | | |
|-----------------------------------|---|--|------------------------------------|-------------------------|-----------------------|--|
| 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 | |
| | covered under (i) & (ii) above | | | | | |
| (v) | Continuous scheduled power outages | | 15107 | 14965 | 142 | 99.06 |
| (vi) | Replacement of burnt meter or stolen meter | | 7595 | 7582 | 13 | 99.83 |
| Period of scheduled outage | | | | | | |
| 2 | Maximum duration in a single stretch | At least 95% of cases resolved within time limit | 8205 | 8205 | 0 | 100 |
| | Restoration of supply by 6:00 PM | | 8205 | 8178 | 27 | 99.67 |
| 3 | Faults in street light maintained by the Licensee | At least 90% cases should be complied within prescribed time limits | 167542 | 167413 | 129 | 99.92 |
| Reliability Indices | | | | | | |
| 4 | SAIFI | To be laid down by the Commission based on the targets proposed by the Licensees | 1.626 | | | |
| | SAIDI | | 1.698 | | | |
| | CAIDI | | 1 | | | |
| 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 exceeding 0.2% | 8777 | 7855 | 0 | 0.04 |

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, Drug De-Addiction 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 (Jivo 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 has won Tata Volunteering Week highest participation per capita, SPOC Hero for Tata Volunteering Week and Tata Power Arpan awards for employee volunteering and CMO Asia award for women empowerment in FY 18-19. Tata Power-DDL has been conferred the TAAP Jury Award 2019 for reaching the milestone Score band of 601 – 625 during the Tata Affirmative Action Program (TAAP) External Assessment. Around 5.25 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, drug de-addiction 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 18-19 around 21,000 women are benefitted and empowered by the initiative of imparting education through 350 women literacy centres. More than 8,400 youths have been trained at 19 vocational training centres. More than 3,00,000 beneficiaries get potable water every day from 64 RO water plants installed at Govt. schools, JJ cluster & Delhi Metro station. More than 1,10,000 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. 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. 1200 students have been supported from 48 Govt. schools and 507 students from ITI, Polytechnic, Engg. & Graduation colleges of Delhi University have been supported during FY 18-19.

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 Swachh 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 18-19 Tata Power DDL has spent Rs. 7.87 crore (approx.) 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 18-19 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. Drug De - Addiction 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. Energy Club – Energy conservation and sensitization session.
12. Tree Plantation
13. Promoting Consumer Awareness
14. PathShala – Special Training Centre
15. CSR initiatives at various BD Locations

TPDDL look 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.

UN Global Compact: Tata Power-DDL is a signatory to United Nations Global Compact and is now a part of a group of reputed organizations worldwide. Tata Power-DDL is committed to upholding the 10 principles in the areas of Human Rights, Labour and Environment & Anti-Corruption. Communication on progress of the activities carried out in this area is annually uploaded on UNGC website.

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 ≥ 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 ≥ 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 ≥ 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 18-19. Some of the awards and recognitions received by the company are as under:

1. During India Smart Utility Week 2019
 - Diamond Category Winner Award for Smart Utility of the Year 2019
 - Gold Category Winner Award for Best Smart Grid Project by Utility in India 2019
 - Certificate of Merit for Smart Technology of the Year 2019.
2. "Management of Change & Excellence" in HRM category by CII during the national HR circle competition.
3. At the 12th India Energy Summit organized by the Indian Chamber of Commerce TPDDL conferred under 3 categories:
 - Innovation with Impact Award
 - Efficient Distribution Award
 - Quality of Service Award.
4. "Indian Power Distribution Utility of the Year" and also awarded for implementing "Innovative Technology of the Year" for Advanced Distribution Management System (ADMS) at the Asian Power Awards 2018 at Jakarta, Indonesia on Sept. 19.
5. "Outstanding Green Campaigner – Organization" award at India Green Energy Awards 2018 by the Indian Federation for Green Energy in association with Care Ratings.
6. "Rooftop Solar Enabler of the Year – Utility" at the India Rooftop Solar Congress 2018 organized by the Solar Quarter.
7. Gold and Silver Awards Quality Circle Awards at the International Convention on Quality Control Circle (ICQCC 2018) organized by the Singapore Productivity Association (SPA) Singapore.
8. Indian Energy Exchange 10 Years Excellence Awards 2018 under the Highest Buy Volume in REC Segment.
9. TATA EDGE – Promising Practices (Overall Contribution Award) 2018.

10. Active Promotion of TATA Business Excellence Model for crossing the 650+ Milestone and becoming "Industry Leader" in TBEM Assessment 2017.
11. Highest Participation per capita in the category of Medium Segment Companies at TATA Volunteering Week 10. The theme for the week was 'Do the Heart Thing'.