

Great
Place
To
Work®

Certified

APR 2021–MAR 2022

INDIA



TATA POWER-DDL

TATA POWER DELHI DISTRIBUTION LIMITED

A Tata Power and Delhi Government Joint Venture

RE-ENGINEERING THE DISTRIBUTION SECTOR

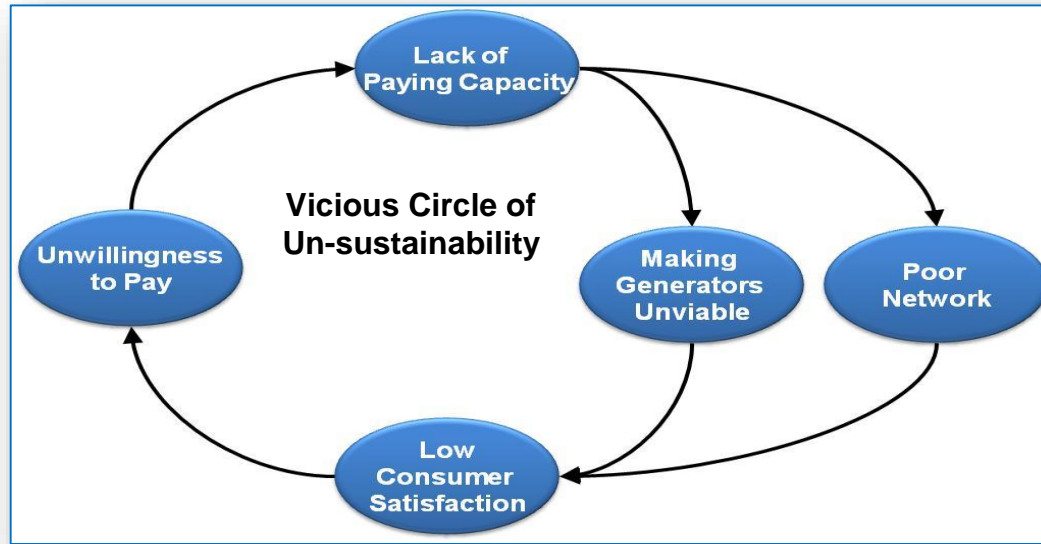
The Excellence Journey of Tata Power-DDL

with you *Non-Stop*

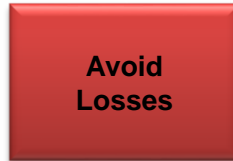
JOURNEY OF EXCELLENCE STARTED – 1st July'02



a System about to Collapse...



State owned Discom having reduced paying capacity & negligible cash flow



Let's look into the past

- 19 Years ago...



Dilapidated Network - lack of maintenance, unsafe and on the verge of collapse



Unreliable Power Supply- Transformer failure rate of 11%, only 48% streetlights functional, power cuts of 8-10 hrs/day

Erroneous Database - 50% data not updated in system



AT&C Losses at a level of 53% - rampant theft



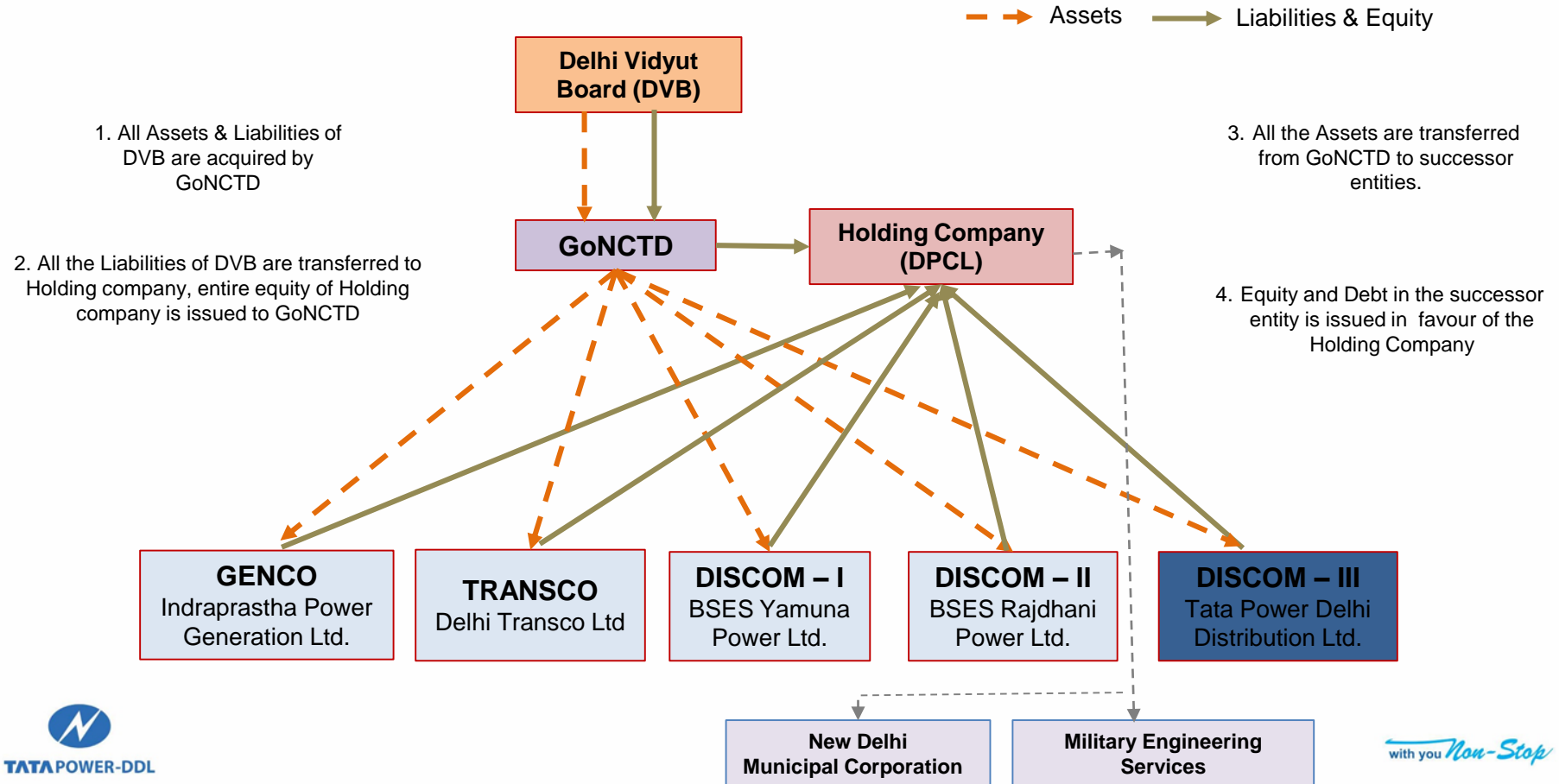
Absence of Customer Service

- Long Queues for Bill Payment
- 20000+ New Connections Pending
- 100000+ Billing Complaints Pending
- No civic amenities at Offices

Lack of Ownership and Performance Orientation

Delhi Privatization Model

- Ushering in to Reforms!



About Tata Power Delhi Distribution Limited



51:49

JV of The Tata Power
Company Limited
and
Government of Delhi

**25
years**

License Period

**510
Sq.KM**

License Area of
North an North West
Delhi

**1.8
Million**

Customer base

TATA Power-DDL is an
ISO 9001(QMS), 14001(EMS), 45001(OHS), 27001(ISMS), 8000(SA) and 50001 (EnMS) certified organization.

Vision – Mission - Values

OUR VISION

To be the most trusted and admired provider of reliable, competitive and sustainable power and services using technology and innovative solutions and be the utility of choice for all stakeholders.

OUR MISSION

Innovate to deliver world class services to the consumers

Create benchmarks to become a global utility leader with energy efficient services and clean energy solutions

Achieve excellence through safety, technology adoption, collaborations and teamwork

Reach out and engage in community development programs and initiatives

Empower employees, enrich creativity and enhance learning



TATAPOWER-DDI

CORE VALUES

Tata Power-DDL is a value-driven organisation and our **Six Core values** are an integral part of our work culture.

INTEGRITY

Conduct our business activities fairly with honesty and transparency so that they stand the test of public scrutiny

EXCELLENCE

Constantly strive to achieve the highest possible standards in our day-to-day work and the quality of services

UNITY

Work cohesively with all our stakeholders to build strong relationships based on tolerance, understanding and mutual co-operation

UNDERSTANDING

Show respect, care, compassion and humanity towards our colleagues and customers and work for the benefit of the communities at large

RESPONSIBILITY

Be responsible and sensitive to the communities and environment and always ensure that what comes from the people also goes back to them many times over

AGILITY

Work in a speedy and responsive manner and be proactive and innovative in our approach

with you *Non-Stop*

Geographical Representation

Delhi

**3 Private Utilities
+ 2 Public utilities**

510 Sq. KM

5 Circles

12 Districts

36 Zones/BUs

Tata Power-DDL



Changing Roles

- Focus Area Post Handover

Improving Reliability and Quality of Power

Network / System Upgradation and Revamping

State of Art IT Interface

Focus on Customer Services and Revenue Protection

Commercial Process Reengineering

Integrated Revenue Cycle Management and Customer Segmentation

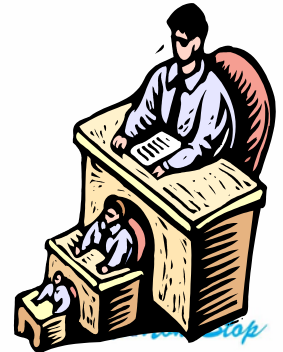
Understanding Customer Needs and Requirements

Customer Satisfaction Survey and Participation of Stakeholders

Performance Measurement and Management

Defining Roles & Responsibilities - JDs & KRAs and Peer Competition through Score Cards

Developing a Sense of Assurance and **Establish Brand Image...**



TATA POWER-DDL

Performance so far

Parameter	Unit	Jul'02	Mar'21
<u>OPERATIONAL PERFORMANCE</u>			
AT&C Losses	%	53.1	7.33
System Reliability (ASAI-Availability Index)	%	70	99.80
Transformer Failure Rate	%	11	0.81
Peak Load (Maximum till now)	MW	930	2069
Length of Network	Ckt. km	6750	19078
Street Light Functionality	%	40	99.5
<u>CONSUMER RELATED PERFORMANCE</u>			
Number of Customer	Lac	6.5	18
New Connection Energization Time	Days	51.8	2
Meter Replacement Time	Days	25	2.79
Mean Time to Repair Faults (11 KV)	Hours	11	0.92
Consumer Satisfaction Index	%	-	96

- Performance oriented Process Management
- Technology Adoption & Automation
- Customer Service & Experience Management
- N-1 Redundancy in Network
- Unprecedented reduction in AT&C Loss

Established a benchmark in the power distribution sector as one of the **Best Performing Utility.**

Customer Profile

Total Customers: 1856108 Nos.; Sanctioned Load: 6201 MW

Domestic



84%

15.6 Lac

53%

3265 MW

Agriculture



0.2%

4208 Nos.

0.5%

31MW

Others



1%

0.24 Lac

5%

290 MW



Commercial

13%

2.3 Lac

20%

1266 MW



Industrial

2%

0.30 Lac

22%

1349 MW



Solar Roof-top

1444 Nos. customers with
load of 45 MW
Including 1.9 MW of Captive Solar



Excellence Journey

Focus on System Reliability



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Network Revamping

Replacement of bare conductor with LTABC / HVDS
Bus-bar / Sick cable replacement

Network Automation

GIS Sub-station
SCADA – OMS/DMS – ADMS
System Protection & Testing, SMART RMU,
ACB / Feeder Pillar Automation

Network Maintenance

Hotline Maintenance
Condition Based Monitoring & Maintenance
Thermo scanning of Network
In-house R&D and RMU / DT Workshop / Battery
Test Lab

Network Management

Field Force Automation
Asset Swapping
Battery Energy Storage System

2021 and onwards



22nd rank
among 75 Utilities, 35 countries

Excellence Journey

Focus on Technology



2021 and onwards

SMART Discom
P2P Energy Trade
Self Healing Grids
Intelligent DR
DER Integration

SMART Grid
Home Automation
SMART Metering
In-house SMART Grid Lab
Big Data Analysis / AI-ML

Integrated IT-OT Applications

Cyber Security
ADMS – GIS - CRM
SAP-ISU integrated with MM, PS, PM, HR,
FI modules

India's first utility to be recognised with "In-house R&D unit" by DSIR under Ministry of Power, India in Feb 21

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IT / OT Application

SCADA, OMS, DMS, GIS, ERP, AMRDA,
In-house CRM & Billing Engine



TATAPOWER-DDL



CMMISVC/5SM

Exp. 2021-06-13 / Appraisal #32371

for IT & OT services

Excellence Journey

Focus on Customer Service



2021 and onwards

Customer Engagement & Experience

Roof-Top Solar net Metering
Omni-Channel
Presence on Social Media
RWA / IWA Meets

Customer Service & Support

Toll Free Helpline (19124)
Customer Care Centre
Digital Platforms – IVRS / App / Website / Email
In-house NABL Accredited Meter Testing Lab

Customer Segmentation

Key Customers, Govt. & Institutional, High Revenue,
Special Customer etc.
Annual Customer Satisfaction Survey

Business Process Re-engineering

Centralized Revenue Cycle Management
Integrated Process Management
Performance Assurance

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TATA POWER-DDL

Contributed towards achieving
Rank 22 in 2020
getting Electricity in India,

Ease of Doing Business Report by World Bank



Excellence Journey

2021 and onwards

Focus on Value Added Services



Energy Engage Portal

Smart Meter installation to monitor the real time energy consumption, set consumption alerts & many more useful features

Home Automation Solutions

Empowering customers to track, manage & schedule the usage of electrical appliances from anywhere with Tata Power EZ Home Smart switches

Renewable Energy Solutions

Empowering customers to be the prosumers by installing grid connected PV Panels. Facilitate customers to install EV Charging stations

Energy Efficient & Safe Electrical Products

Promotion and distribution of energy efficient LED Bulbs, 5 Star Air Conditioners, BLDC Fans, ELCB as part of DSM initiatives

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with you *Non-Stop*

Excellence Journey

Focus on Performance Management



2021 and onwards

Quality Framework

Total Quality Management
Six Sigma & QC Tools

Excellence Framework

Tata Business Excellence Model
Total Cost Management
In-house SHINE Platform for driving continuous improvement and Innovation

Performance Management

Balance Scorecard at Organization Level
Performance Scorecard System at Operational Level
Energy Audit

Adoption of ISO Standards

ISO 9001 (QMS), 14001 (EMS), 45001 (OHS),
27001 (ISMS), 8000 (SA) and 50001 (EnMS)

“Industry Leader” with
650+ score in the TBEM
assessment

“Level 4-TCM Enabled”
recognized by CII

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TATA POWER-DDL

Excellence Journey

Focus on Workforce Engagement



**People Capability
Maturity Model
(PCMM) Level 4**

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TATAPOWER-DDL

Capacity & Capability Development

In-house Training Centre CenPEID / DOSEC
Focus Group Trainings / Higher Education Tie Ups
Employee Exchange Program

Workplace Environment

Bouquets of Policies & Benefits
3 Tier Ethics and Safety & Quality Structure
POSH / SA8000 / Equal Opportunity Employer

Workforce Engagement

Innovation Councils, CFTs
YPC, Ullas Mela, Cultural Clubs, BA Sports meet
Employee Engagement Survey (PULSE)

Performance Management

Talent 100 Program / Career Progression
KRAs / JDs / Competency Mapping
People Practices Deployment Index

2021 and onwards

**Best
Workplaces™**
in Energy, Oil & Gas

**Great
Place
To
Work.**

INDIA
2021

**Great
Place
To
Work.**

Best Workplaces™
for Women

INDIA

2019

**India's Best Companies
To Work For 2019**

A STUDY BY
THE ECONOMIC TIMES

**Great
Place
To
Work.**

Excellence Journey

2021 and onwards

Focus on Community Engagement



Benefitted nearly
11+ Lacs people
within Licensed Area

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TATA POWER-DDL

Youth Empowerment

Empowering women and youth, enhancing their socio-economic conditions

Supporting under-privileged

Providing support to SC/ST communities on the lines of TAAP

Better Health

Supporting healthy lives, providing health services at doorsteps

We CARE

Combating climate change through innovation and awareness



Excellence Journey

Focus on Safety



**ZERO
Harm Culture**

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TATAPOWER-DDL

Hazard Identification and Risk Assessment

Job Safety Assessment
Contractor Safety Management
Portal for reporting Safety Non-compliances

Engineering Control

Usage of LOTO / RMU Interlocking
Automated Fire Detection System
Hydraulic Lifts

Administrative Control

Permit to Work (PTW)
Usage of Personal Protective Equipment's (PPEs)
Unauthorized Construction Notices
Safety Audits

Management Control

Behaviour Based Safety
Theme based Safety Drives
Pre-monsoon check of Network
Safety Awareness Messages

2021 and onwards



Footprints (National & International)

Presence across 16 Countries

Projects in 18 International Discoms
Consultancy, Capacity Building, Geo-spatial,
Technical Assistance Projects

- » **Nigeria**
- » **Liberia**
- » **Leone**
- » **Uganda**
- » **Rwanda**
- » **Zanzibar**
- » **Swaziland**
- » **Mozambique**
- » **Saudi Arabia**
- » **Afghanistan**
- » **Bangladesh**

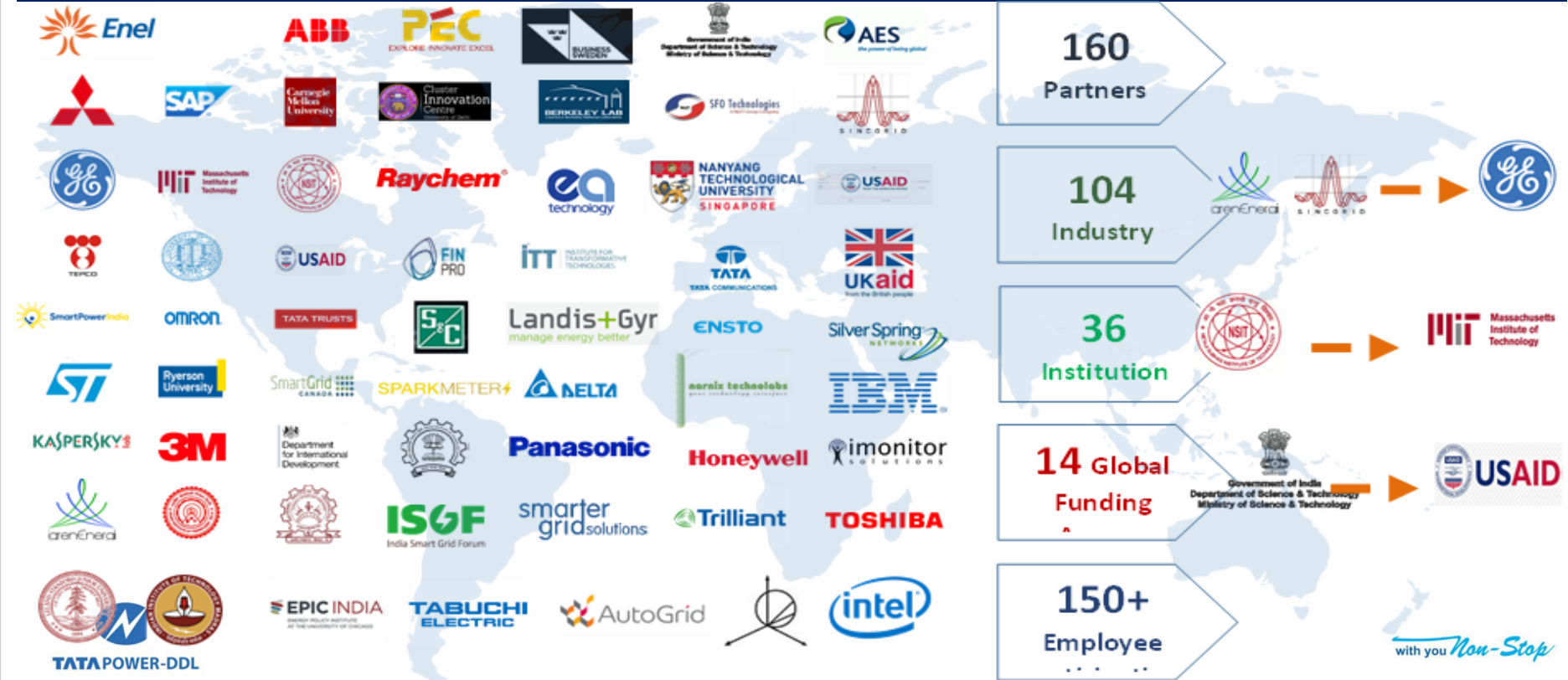
India: Presence across 15 States

45 Projects spread across >22 Indian Discoms
PMC/ AMC work, DPR, IT support, GIS, SCADA,
Rural Electrification, Street light Projects

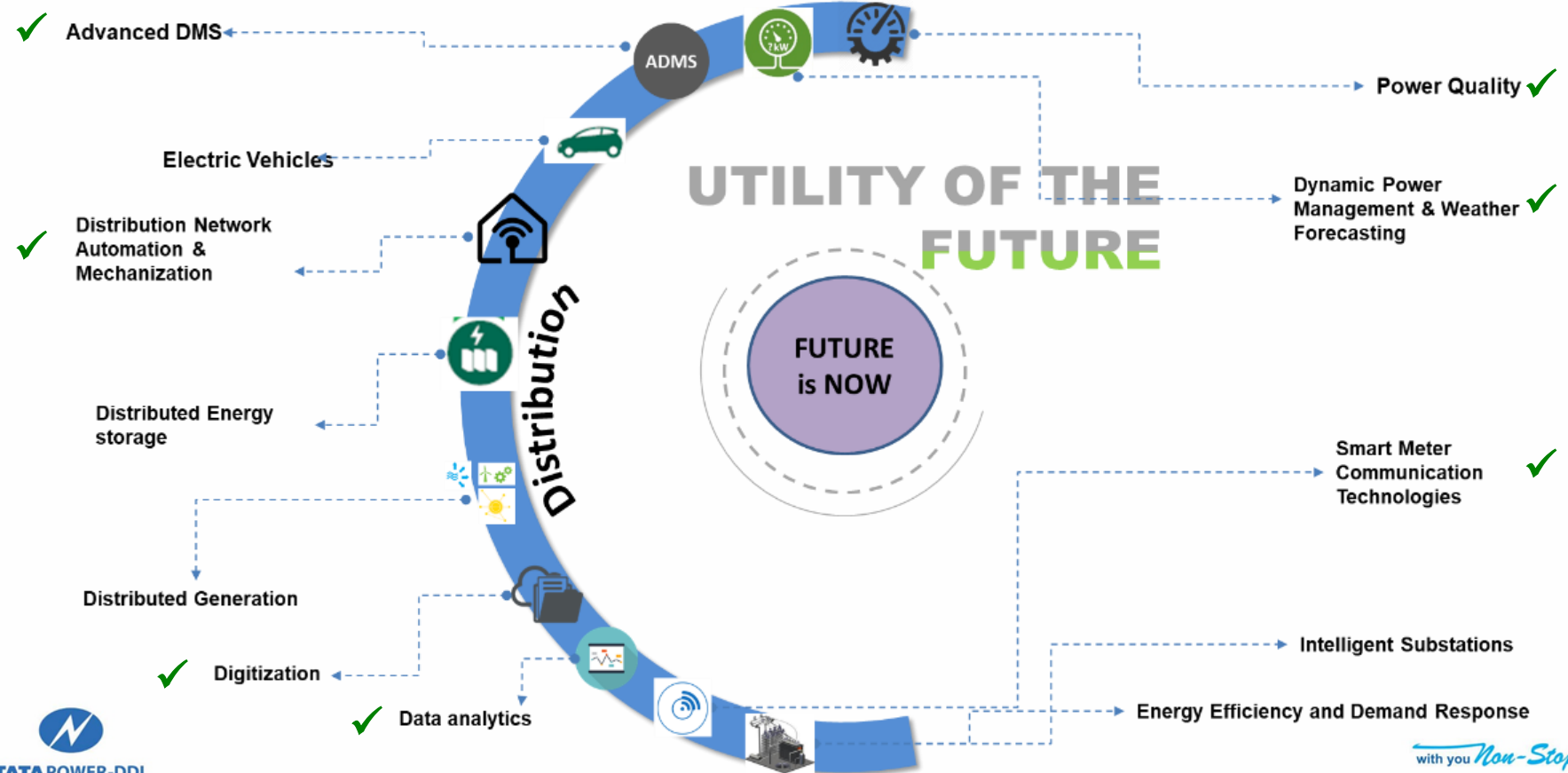
- » **J & K**
- » **Punjab**
- » **Chandigarh**
- » **Haryana**
- » **Delhi**
- » **Rajasthan**
- » **Madhya Pradesh**
- » **Goa**
- » **Karnataka**
- » **Uttar Pradesh**
- » **Arunachal Pradesh**
- » **Jharkhand**
- » **Odisha**
- » **Chhattisgarh**
- » **West Bengal**

Key Collaboration Partners

Collaborating with **160 National and International** Technology Partners, Institutional and Financial partners for bringing efficiencies and working towards Sectoral sustenance and building a future proof Industry



Vision for the future...





Tata Power-DDL 2.1

Lakshya-2023

with you *Non-Stop*



**Operational
Excellence**



**Consumer Value
Creation**



**Societal Value
Creation**



**Shareholder Value
Creation**

Zero Harm Culture



Workforce Engagement



Digitization

Recent Awards and Recognition

- **CII award** under “**Innovative Financing & ESCO model**” category in “CII National Energy Efficiency Circle Competition”.
- **Safety Innovation Award – 2020** during the Safety Convention 2020 by **The Institution of Engineers (India)**
- Adjudged as a winner at the **Annual National HR Circle Competition- 2020** organized by CII
- **Top three nominations** in “**ICSI (Institute of Company Secretaries of India) National Awards for Excellence in Corporate Governance, 2020**” under Unlisted Company
- Recognized as **Top 25 Innovative Companies** as per the “**CII Industrial Innovation Framework 2020**”
- **UN Women:** 1st Runner-up in the ‘Community Engagement Category’ and 2nd Runner-up in the Covid-19 Category’
- **Awarded by Indian Chamber of Commerce (ICC) Social Impact Awards 2021 as Winner in the category ‘Promoting Gender Equality and Women Empowerment’ & First Runner-up in the category ‘Promoting Education’**
- **Quality Circle Forum of India:** 26 Awards at National Convention on Quality Concepts (NCQC) 2020, Delhi Chapter, 10 PLATINUM Awards at International Convention on Quality Control Circles
- “**16th Asian Power Awards**”, as Power Utility of the Year – India and Smart Grid Project of the Year – India
- Winner of “**Golden Peacock Award**” for Eco-Innovation, OHS, Environment Management & Energy Efficiency – 2020
- **Customer FEST Awards, 2021 for Best Digital Customer Experience Initiative**
- First time Recognized by **Association of Business Communicators of India (ABCI)** for in-house digital newsletter ‘**Surkhiyan**’.
- Winner of “**People First HR Excellence Awards 2020**” – in the category of ‘**Leading Practices in Employee Engagement**’.

TATA POWER-DDL: GLIMPSE of AWARDS



TAAP Jury Award



India's Best Companies to Work For



Safety Innovation Award



Best Power Distribution Utility Award



Best Power Distribution Utility Award



Quality of Service & Customer Empowerment



National Quality Circle Awards



Business Excellence through Learning & Development



Energy Conservation