



TATA POWER-DDL

TATA POWER DELHI DISTRIBUTION LIMITED

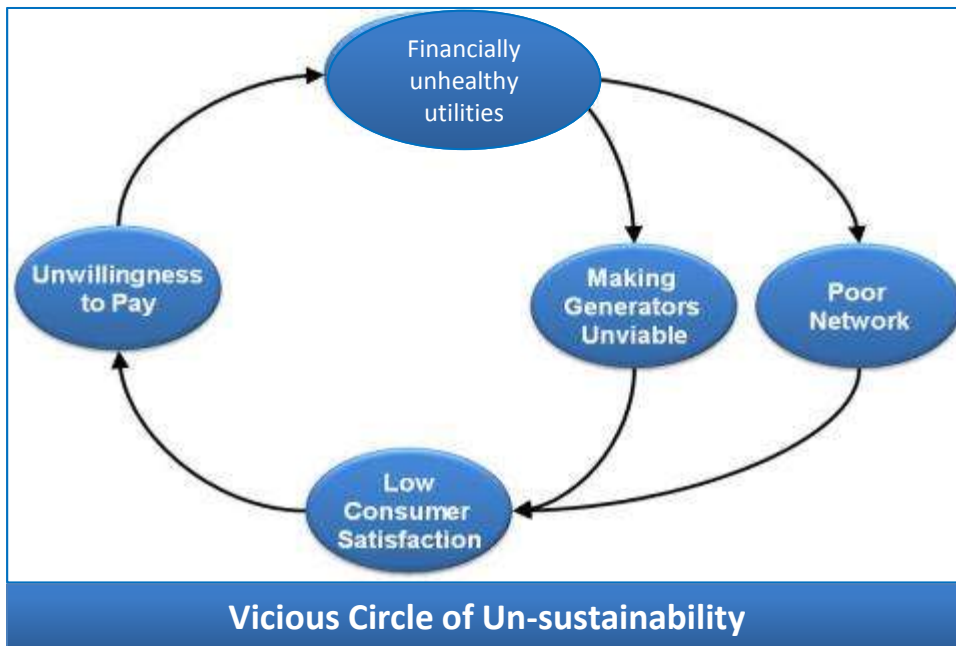
A Tata Power and Delhi Government Joint Venture

TPDDL Excellence Journey

power to the people 

Power Scenario in Delhi (Prior to Reforms in 2002)

- AT&C/Theft losses range between 53% to 60% of Input
- Govt. Subsidies approx. Rs 1,500 cr per annum to bridge Revenue Gap
- Condition of Network pathetic
- Billing Receivables close to 1 year outstanding
- Poor Condition of Consumer Records
- Consumer nowhere in focus/Regular *black-outs and brown-outs of 4-6 hours*

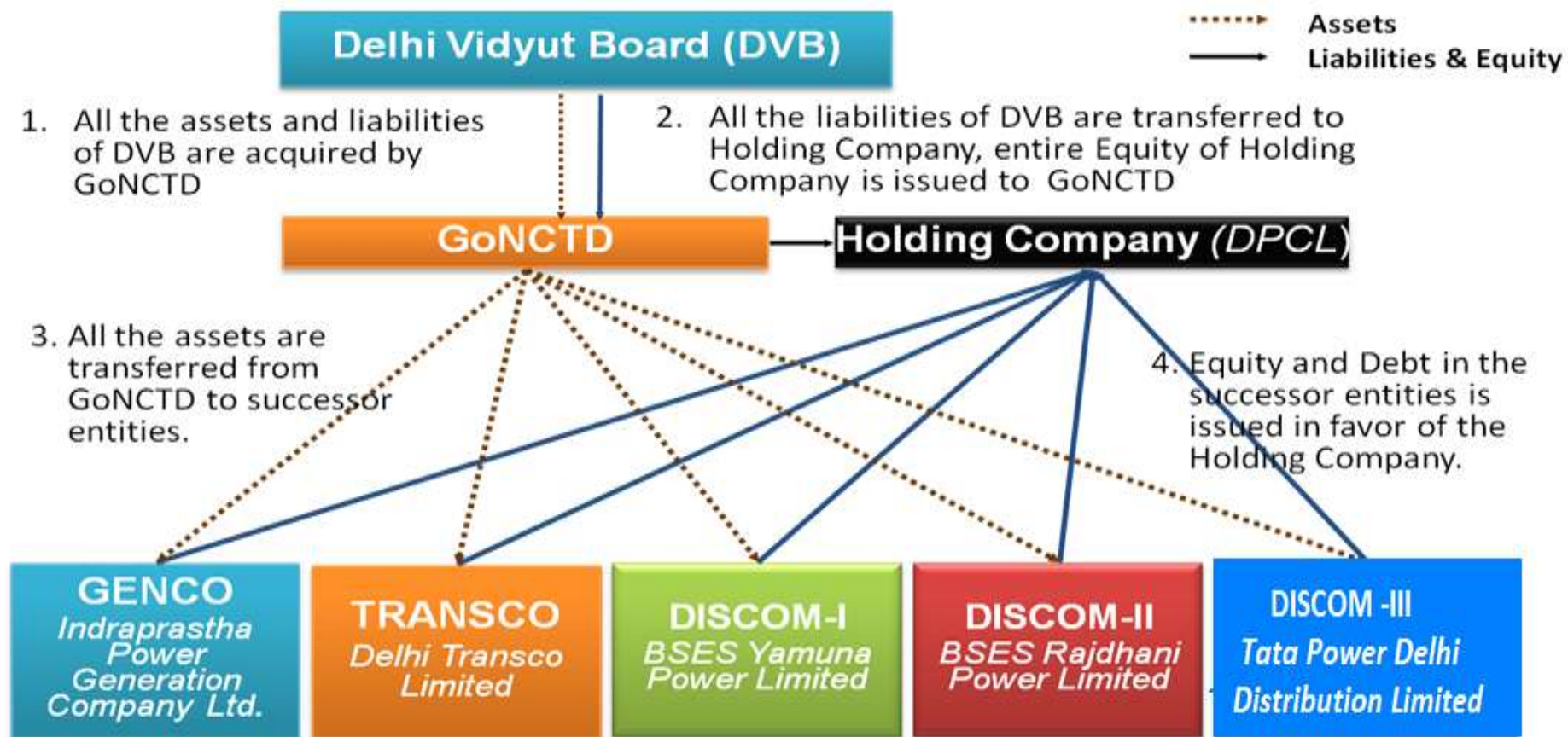


Need for Reforms

- Investment needed to improve Network
- Subsidies - not a long term solution; Sector to be made Self Sufficient
- AT&C loss reduction and sector efficiency improvements required
- Enhance consumer satisfaction
- Introduce Best Practices, enhancing employee skill sets and morale



Delhi Reform Model



- Asset valuation was done in Business Valuation Method
- License-based Regulated business for 25 years.
- Guaranteed 16% RoE on meeting AT&C Targets.
- Tariff set by regulator on cost plus RoE basis.



NEW DELHI POWER DISCOMS



HARYANA

UTTARPRADESH

TPDDL

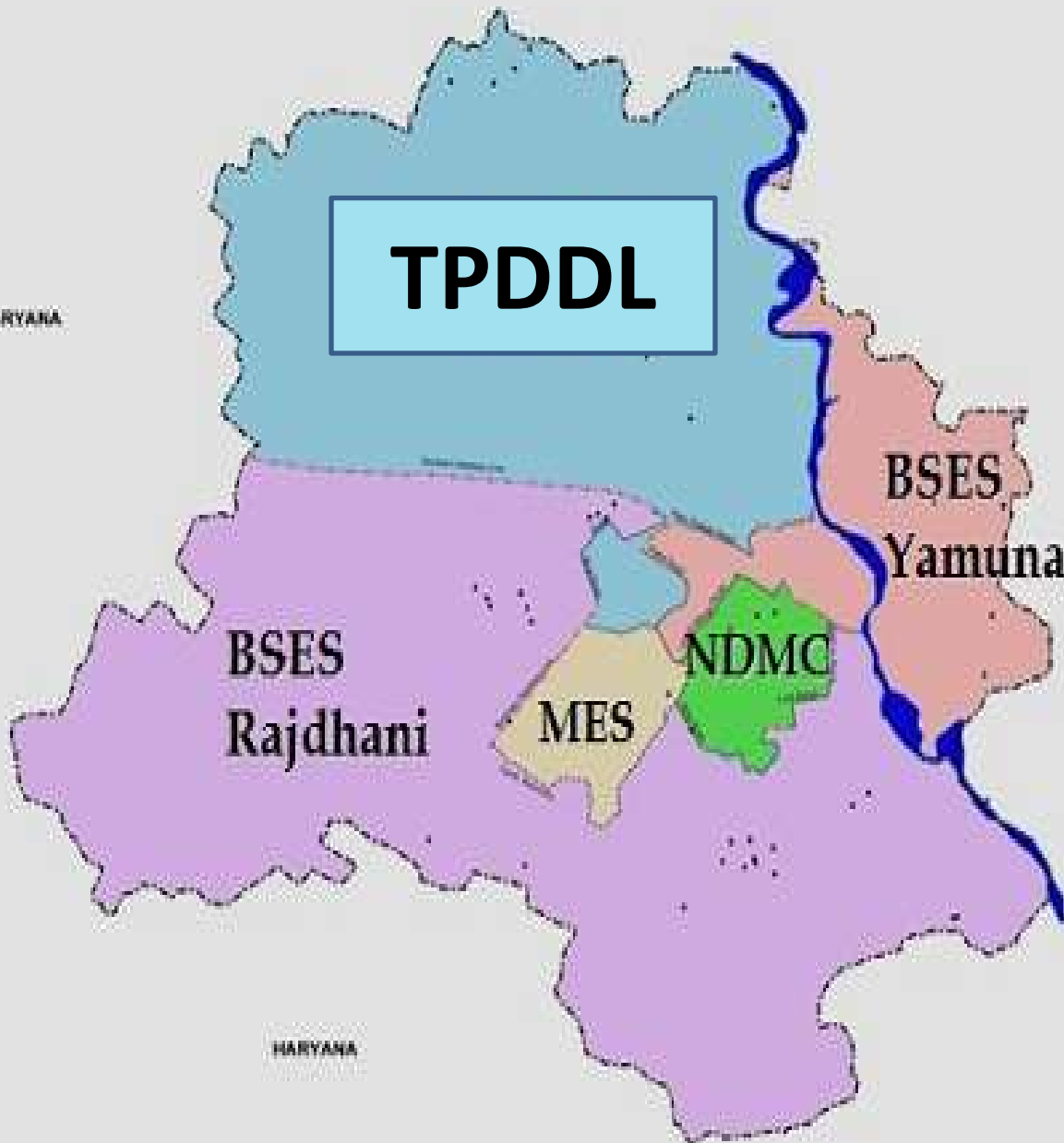
**BSES
Yamuna**

**BSES
Rajdhani**

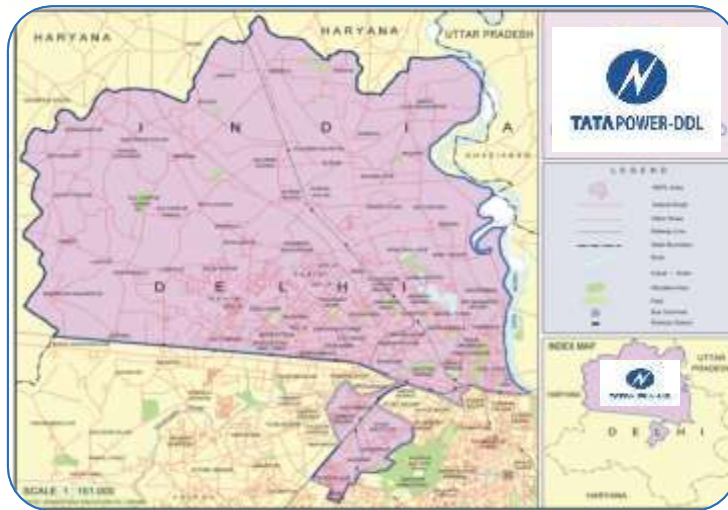
MES

NDMC

HARYANA



About TPDDL



Joint Venture of Tata Power Company and Govt. of NCT of Delhi (51: 49)

Licensed for distribution of power in North and North West Delhi

Parameter	FY '14
Turnover	INR 5979 Cr
Peak Load	1508 MW (1704 MW till July' 14)
Annual energy requirement	8041 MUs
Total registered consumers	13.89 Lacs
Number of employees	3527
Area	510 Sq Kms
Population serviced in Network area (approx)	6 Million
Number of consumers per Sq.Km	2725

Certifications : ISO 9001, 14001, 27001 ; SA 8000 ; OHSAS 18001
UN Global Compact Reporting



Challenges faced by TPDDL

BURGEONING LOSSES

Losses range from 53% to 60% (approx. 10 crores/day)

DILAPIDATED NETWORK

(Approx. 10000 No Supply complaints/day)

DISSATISFIED CONSUMER BASE

(backlog of 1,00,000 billing complaints & 20000 new connections)

LARGE UNSKILLED WORKFORCE

(5638 employees with little Skills set)

ABSENCE OF MANAGEMENT SYSTEM

(HR, Finance, Governance)

POOR DOCUMENTATION

(50% records were erroneous)



TPDDL Turnaround Story- Brief Snapshot

What TPDDL had inherited

- ✘ • AT&C losses: > 50%
- ✘ • No concept of consumer service and IT interface
- ✘ • Electricity supply system on the verge of collapse
- ✘ • Lack of performance orientation



Current scenario

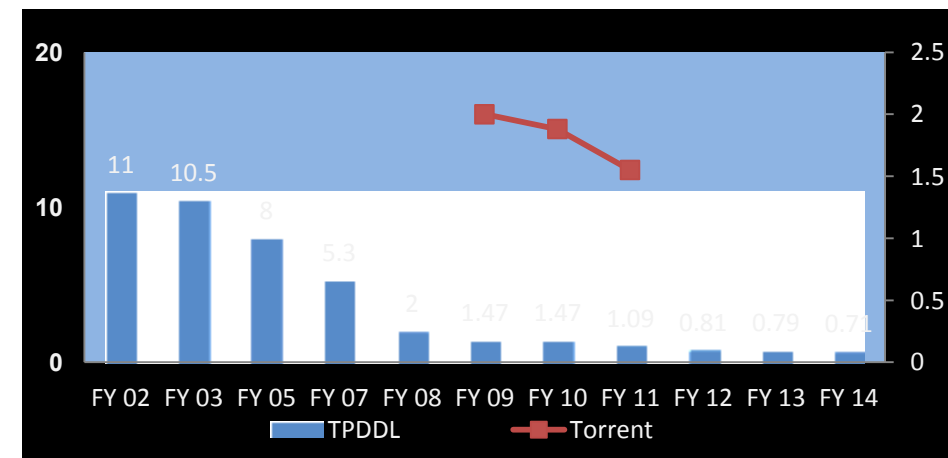
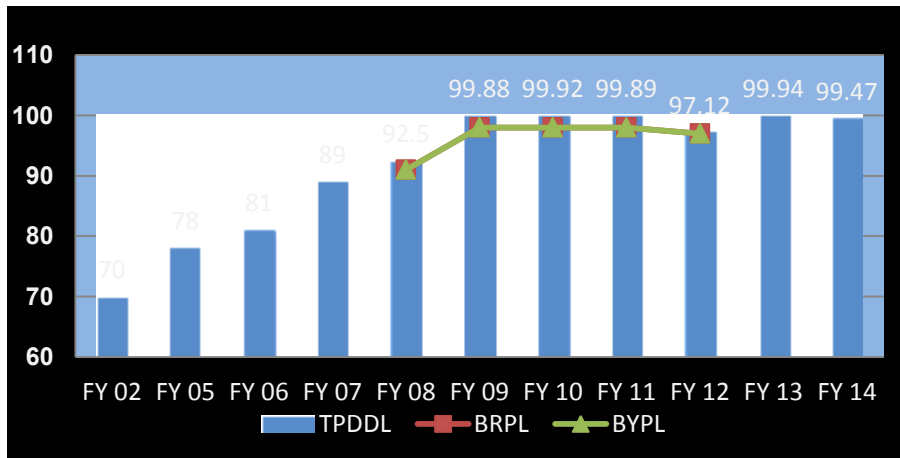
- AT&C losses: < 11% ✓
- One stop solution: State-of-the-art Integrated Call Centers & Consumer Care Centers ✓
- Remarkable improvement in System Reliability: DT losses <1% ✓
- Performance orientation through Change Management & Balanced Scorecard Approach ✓

Multi-pronged approach adopted by Management to turnaround a traditional Government setup into a *role model* for private sector efficiency in only 10 years

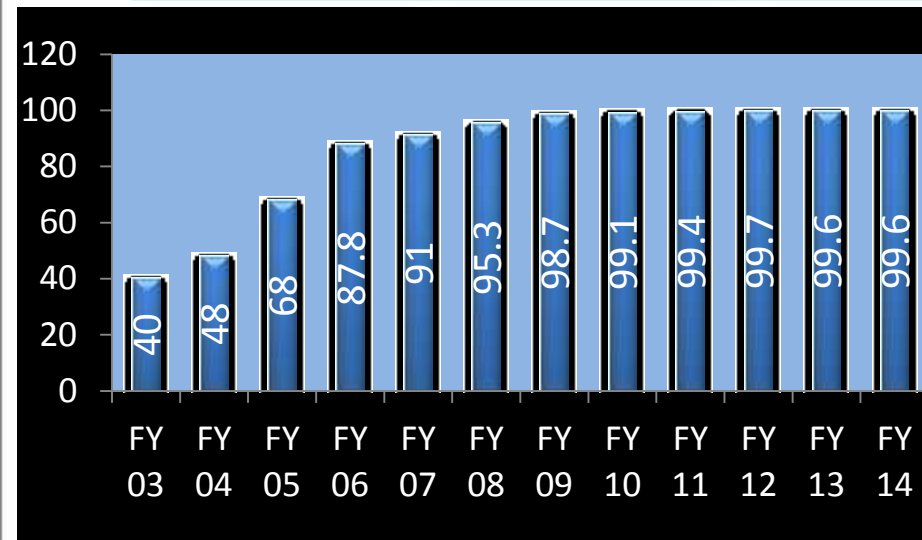
TPDDL Turnaround Snapshot

Parameter	Unit	Jul 02	Mar 14	% change
Operational Performance				
AT&C Losses	%	53.1	10.5	80%
System Reliability – ASAI -Availability Index	%	70	99.5	42%
Transformer Failure Rate	%	11	0.55	95%
Peak Load	MW	930	1508	62%
Length of Network	Ckt. Km	6750	10979	63%
Street Light Functionality	%	40	99.57	149%
Consumer Related Performance				
New Connection Energization Time	Days	51.8	6	88%
Meter Replacement Time	Days	25	6	76%
Provisional Billing	%	15	2	87%
Defective Bills	%	6	0.2	97%
Bill Complaint Resolution	Days	45	6	87%
Mean Time to Repair Faults	Hours	11	1.34	88%
Call Center Performance - Service Level	%	-	91	
Payment Collection Avenues	Nos.	20	5377	26785%
Consumer Satisfaction Index	%	-	88	
Financial Performance				
Capex Incurred (Cumulative)				
Distribution	Rs. Cr.	1210	4843	300%
Generation (Rithala + Solar)	Rs. Cr.	-	332	
Revenue (Annualized for FY 03 and FY14)	Rs. Cr.	1156.3	5979.0	417%
Others				
Consumers	Lacs	7	13.9	98%
Employees	Nos.	5,600	3,527	37%

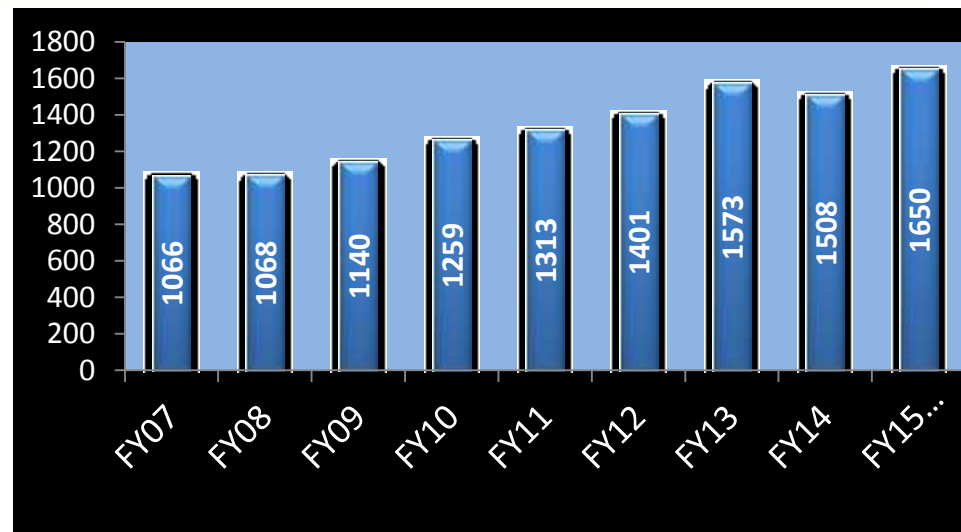
Performance Snapshot - Operational



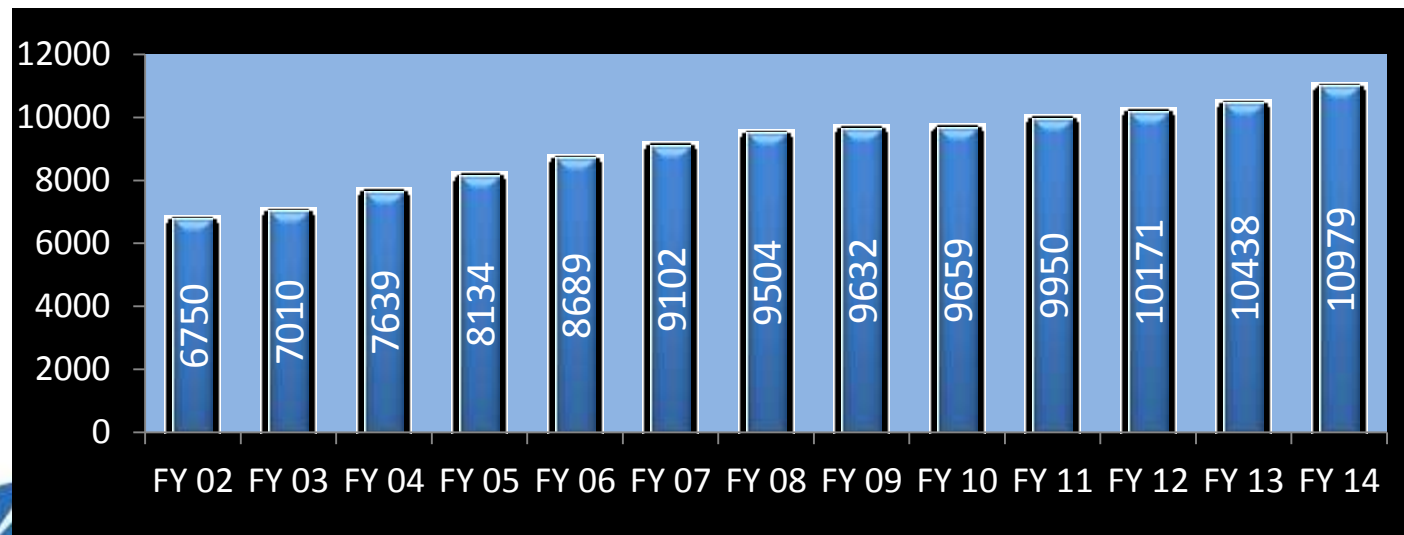
Performance Snapshot - Operational



Street Light Performance-%

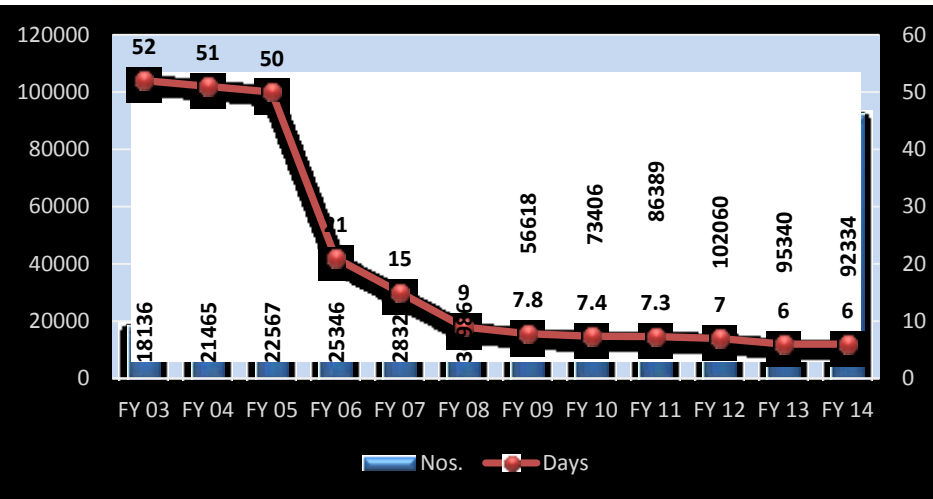


Peak Demand Met (MW)

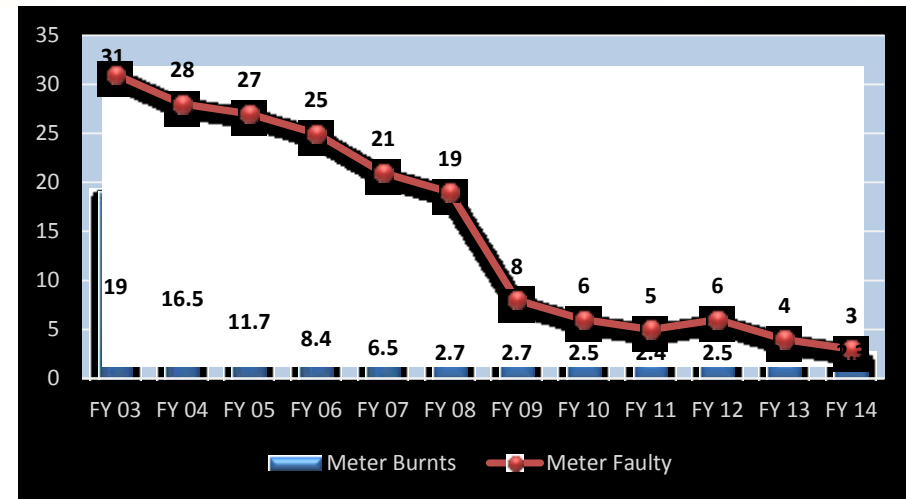


Length of Network (ckt km)

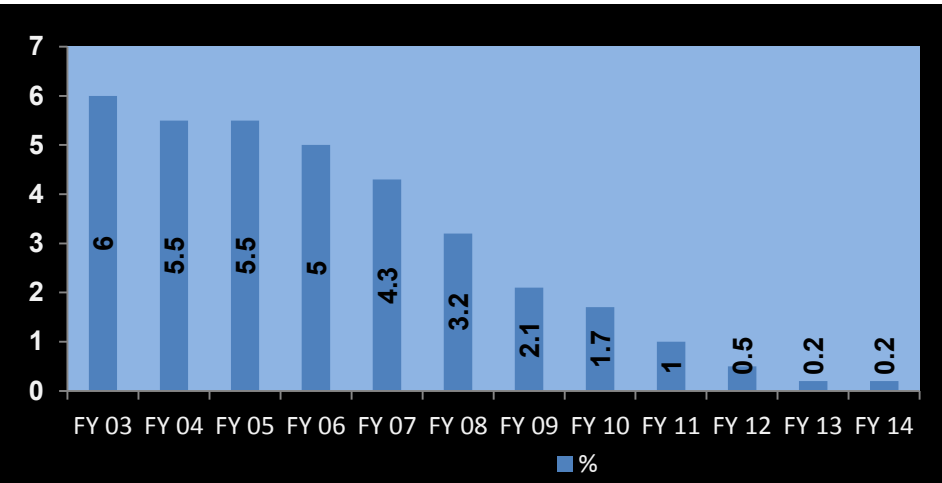
Performance Snapshot - Customer



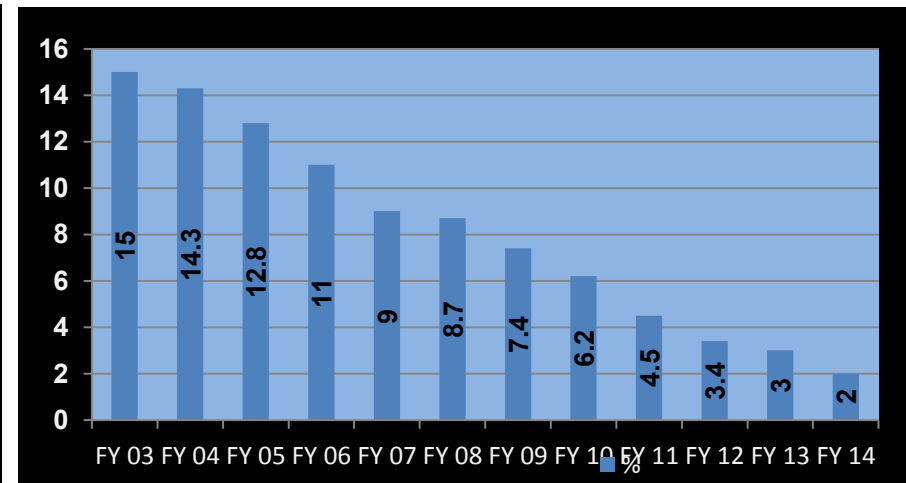
New Connection Energization Cycle Time Reduction



Meter Replacement Time - Days

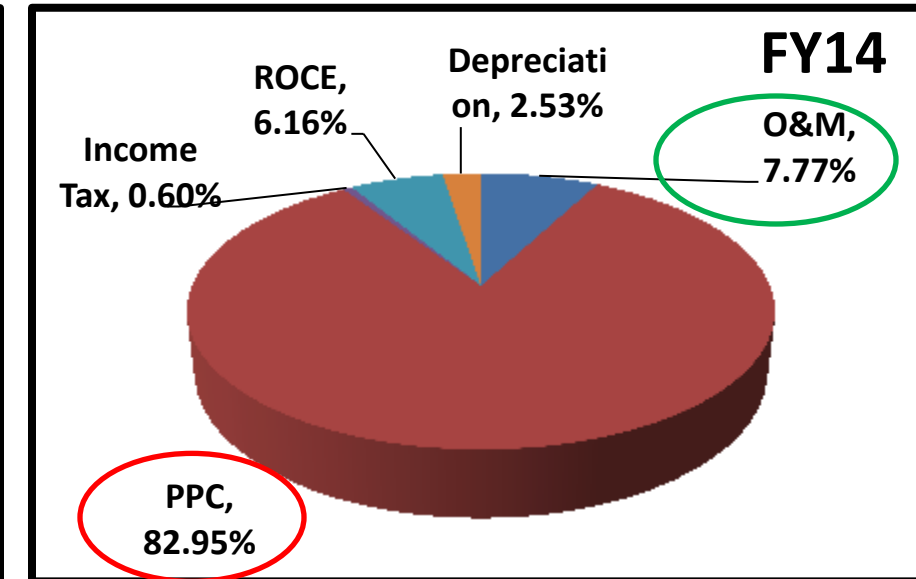
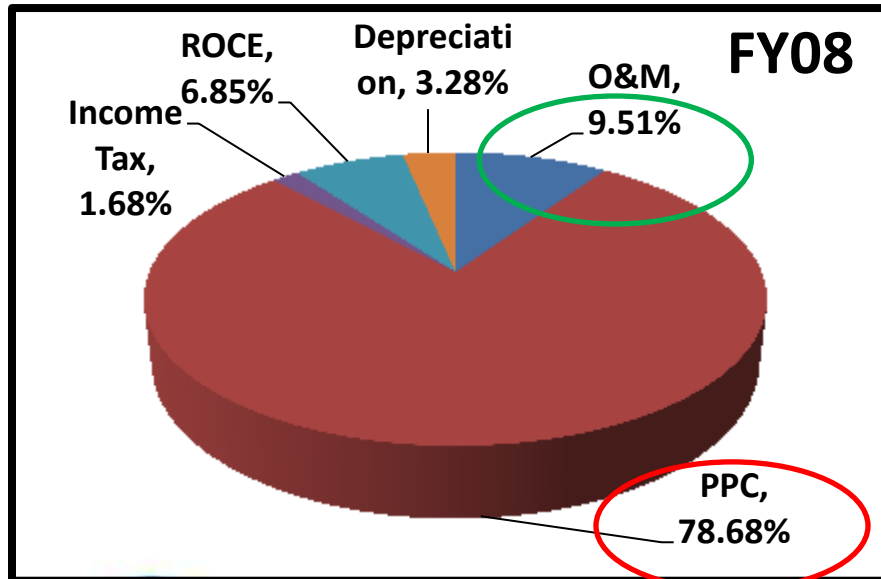
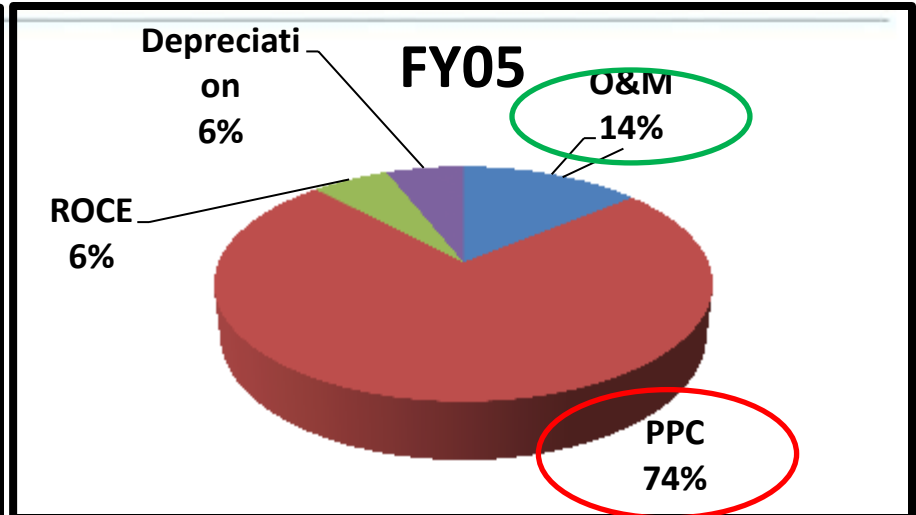
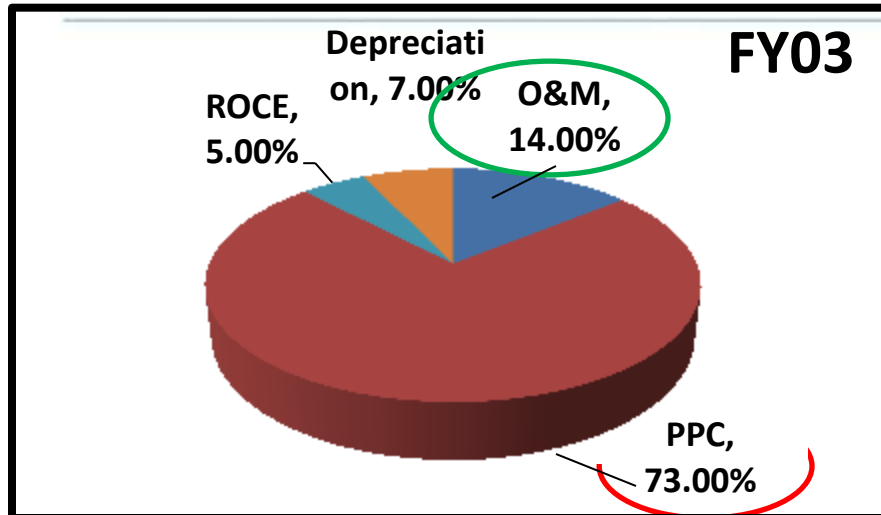


Defective Billing (%)



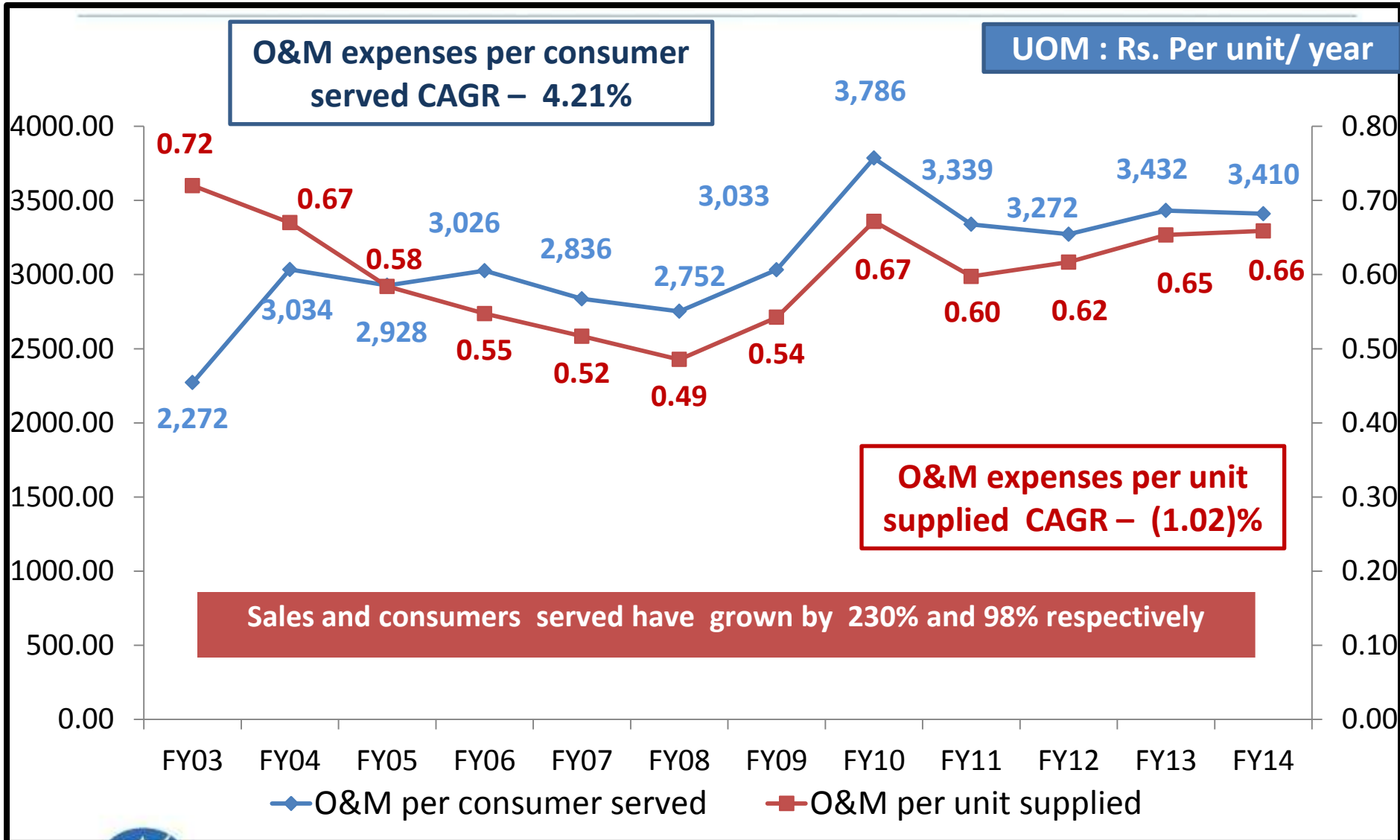
Provisional Billing (%)

Component wise % share in ARR

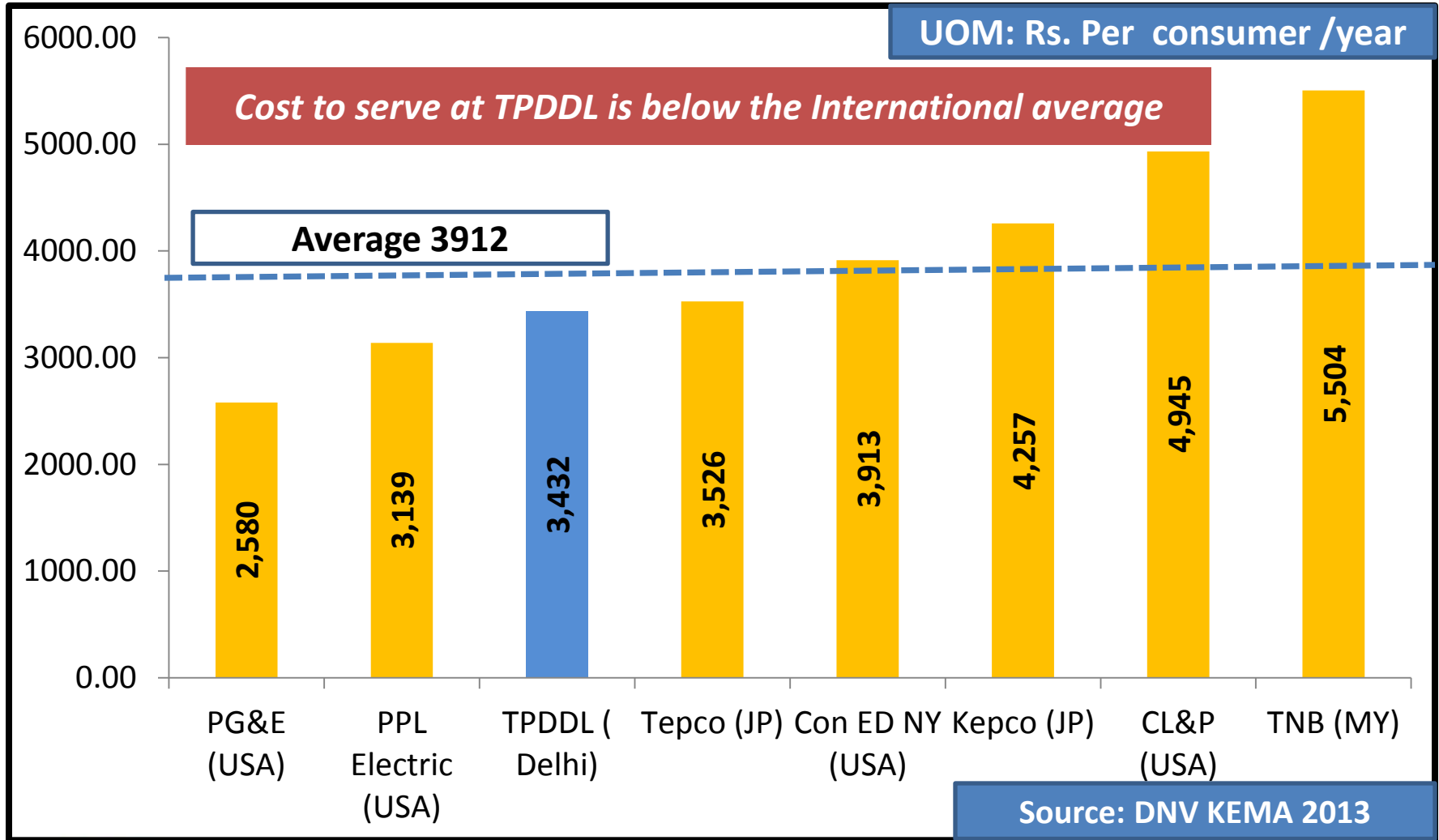


ROCE: Return on Capital Employed, **PPC:** Power Purchase Cost

Productivity at TPDDL



Cost to serve Comparative Scenario

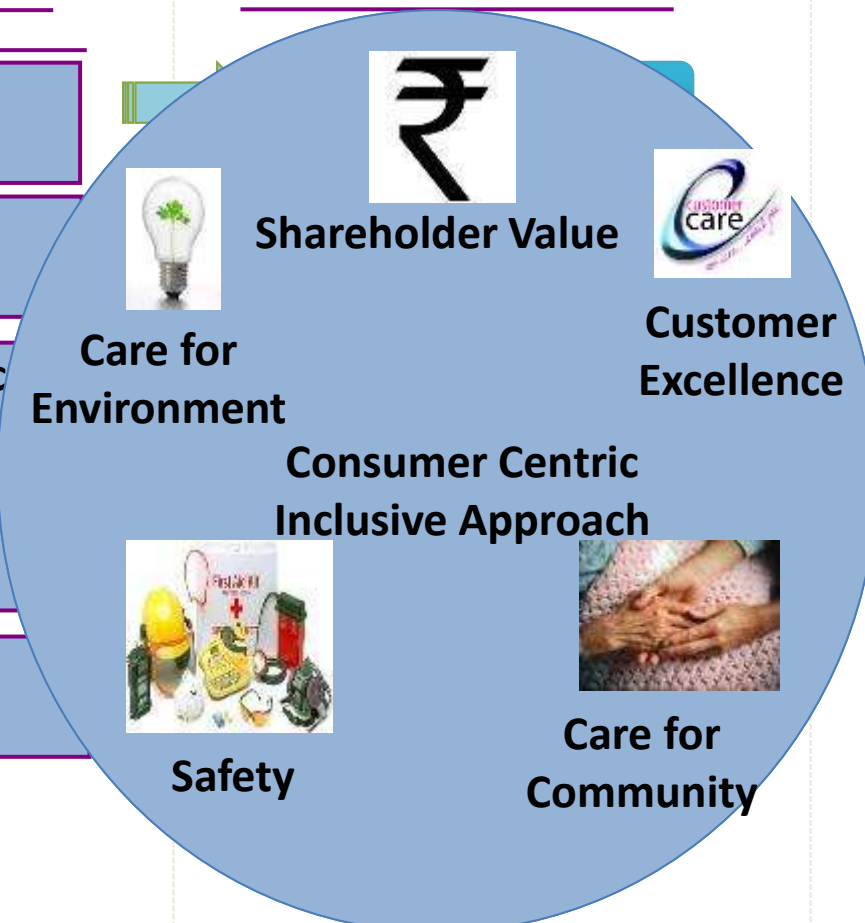


Our Sustainability Philosophy

Areas of Focus

- AT&C Loss Reduction
- Operational Excellence
- Consumer Service Excellence
- Care for Community
- Care for Environment

Success Parameters



Drivers



Skilled & Motivated Workforce



Innovative Technology Adaptation

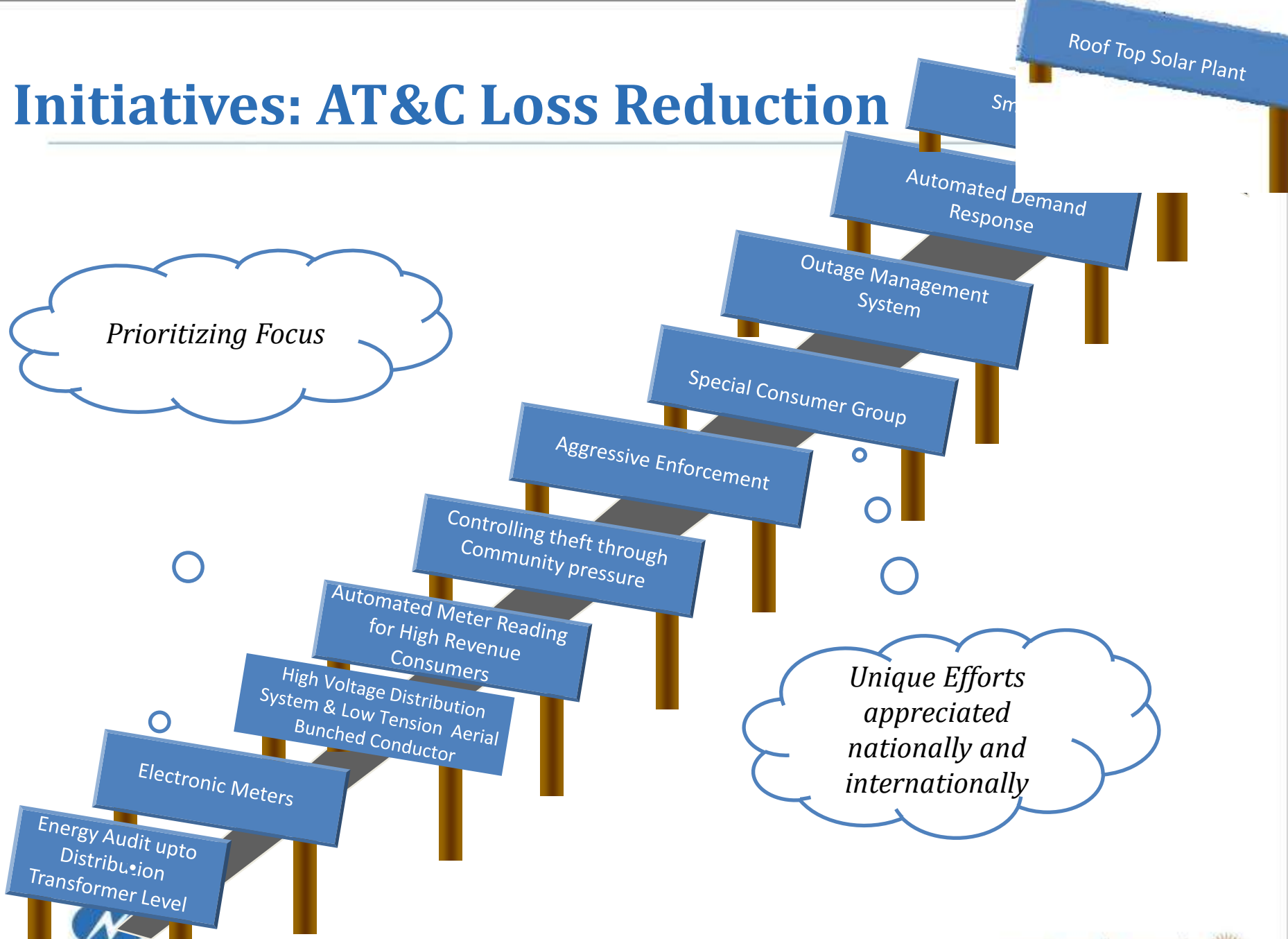


Passion for excellence

EXCELLENCE JOURNEY :

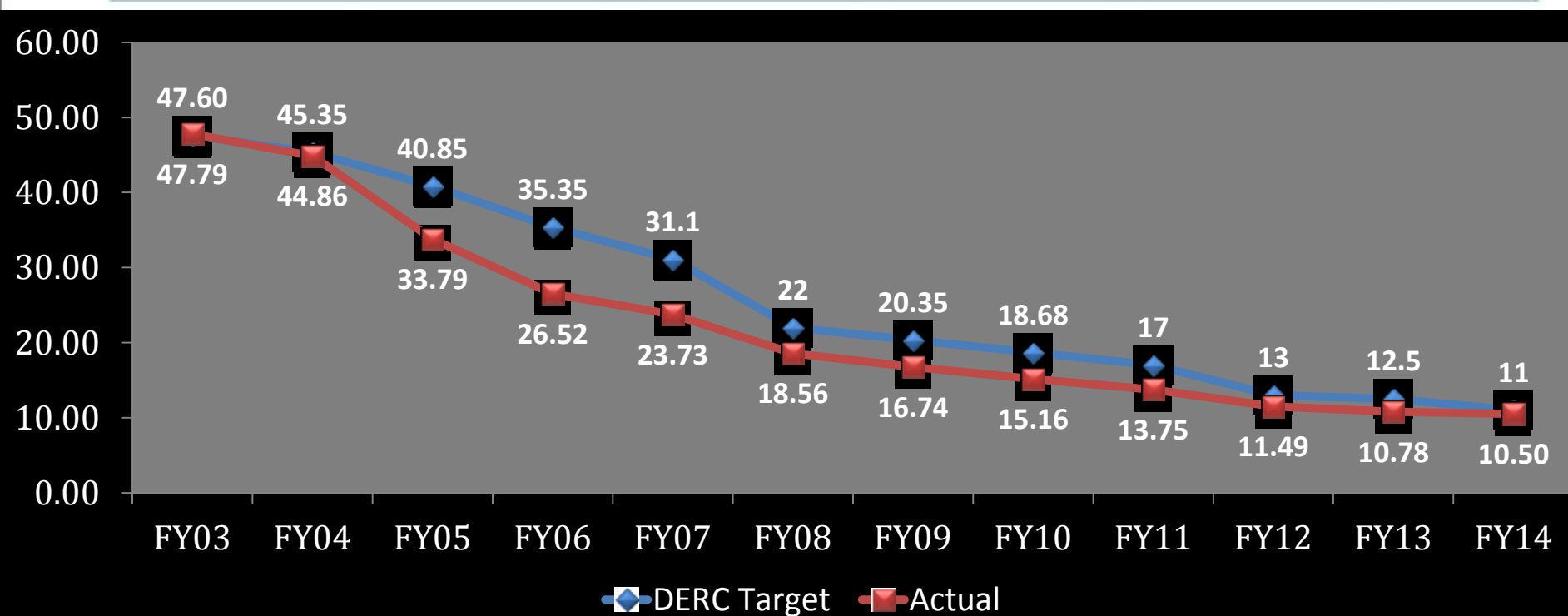
AT&C Loss Reduction

Initiatives: AT&C Loss Reduction



Front runner in Technology Implementation to improve efficiency and consumer service delivery

Key Performance Results – AT&C Loss Reduction



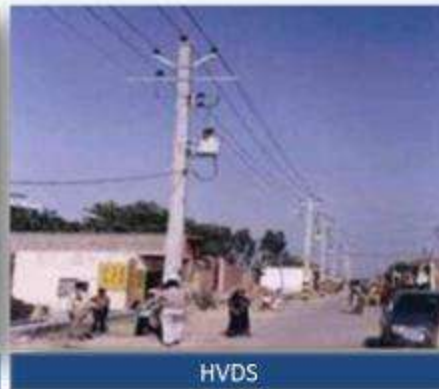
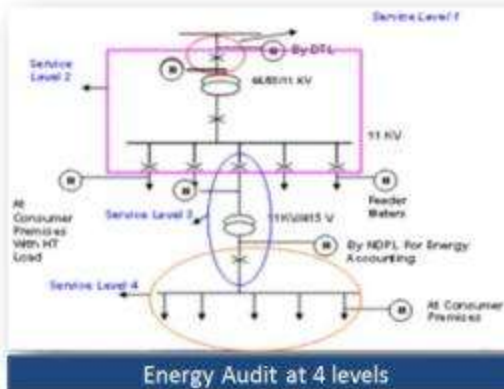
Consistently Loss Reduction Exceeding Targets

- **Saved over USD 1.9 Billion for Govt. in 12 years; facilitated development of other infrastructure; lower taxes**
- **Repaid USD 100 Million loan to Govt.**
- **Paid Dividends to Govt. and Tata Power for five years (FY 2005-06 to FY 2008-09 and now in FY2013-14)**
- **Amongst lowest Tariffs in the country with highest availability and reliability of power**
- **1:2 Bonus Shares Issued in FY '09**

Initiatives: AT&C Loss Reduction

Technological Interventions

- Energy Audit up to the DT level – *prioritizing focus*
- HVDS & LT ABC Implementation – *Technology interventions for theft prevention*
- Replacement of Electromechanical meters with Electronic meters
- AMR for all High Revenue consumers – *60% of Total Revenue*
- Aggressive Enforcement activities with scientific inputs & analysis



Initiatives: AT&C Loss Reduction

Social Interventions

- Collaboration with NGOs – awareness creation across LA especially slums
- Settlements of Enforcement cases through PHFs , Special Lok Adalats , Electricity Courts etc.
- Public participation in controlling Theft through Community pressure
- Separate Segment for consumers at Bottom of Pyramid –Sp. Consumer Group
 - Employment Oriented Vocational Trainings - “ Creating Capacity in consumers to pay before asking them to pay”



New Connection Camps



Red Colored Bills for Default



Drug De Addiction Camps

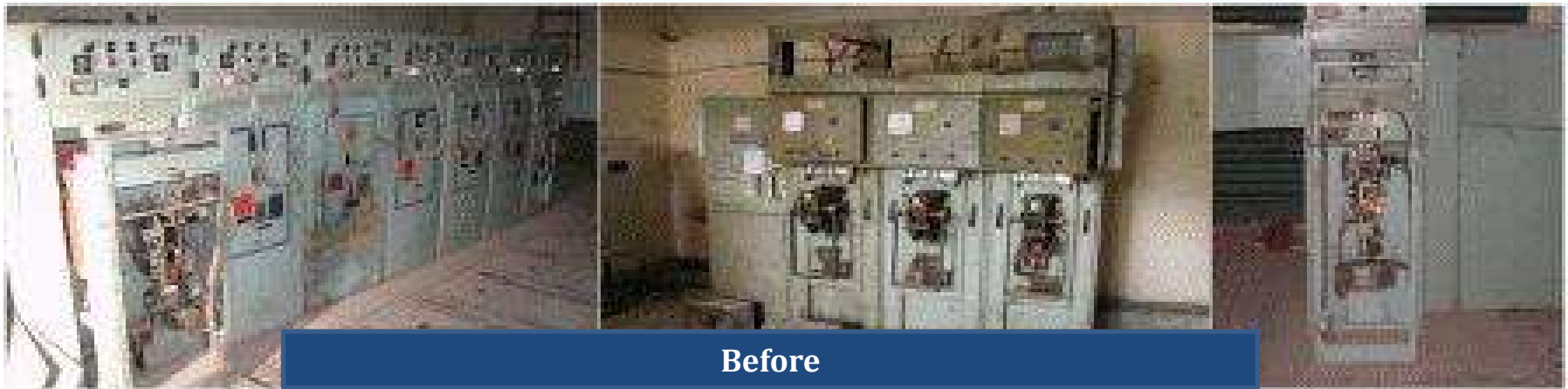
A screenshot of a web portal for electricity services. The page features a header with the TATA logo and the text 'TATA POWER-DDL'. Below the header, there are several input fields and checkboxes, likely for user registration or service request. At the bottom of the page, there is a slogan in Hindi: 'सूचना साझो ईनाम पाझो !' (Information shared, reward earned!).

Operational Excellence: Performance Snapshot



After

Installation of Latest Circuit Breaker



Installation of Latest RMU



Before : Old Switch Gears



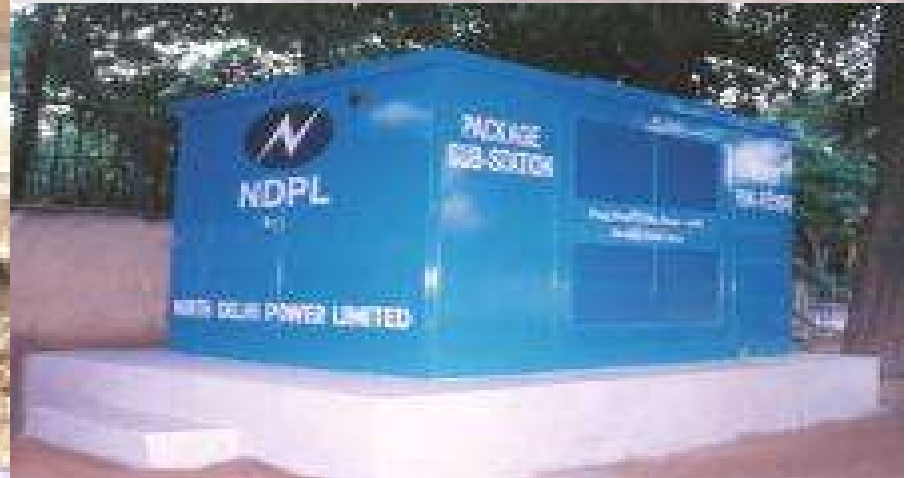
After : New Ring Main Units

Ring Main Units Installed for the first time in Delhi

Revamped Substations



Before



After

Network Revamping



Before



After

EXCELLENCE JOURNEY :

Enhancing Power Supply Reliability

Improvement in Reliability

System Average Interruption Duration Index (SAIDI): The average outage duration for each customer served

	2002	2011-12	2012-13	2013-14
SAIDI Overall (hrs)	Not Recorded	52.06	63.62	46.849
Interruptions Due to External Factor (e.g. DTL , NRLDC , GENCO shutdown etc.)-Not attributable to TPDDL (hrs.)	Not Recorded	21.39	36.22	17.901
Interruptions Due to Internal Factor-attributable to TPDDL (hrs.)	Not Recorded	30.67	27.40	28.948



Initiatives: Reliability Improvement



Unmanned Grids



Packaged Substation



SMS Based Fault Management

Many Industry Firsts!



Outage Management System



GIS – Mapping all electrical assets and consumers

Initiatives – Reliability Improvement

- **Power Purchase Agreements**

- Executed long term PPAs for 1050 MW over 914 MW allocated ; sufficient to meet requirements till FY 18

- **Future Plans**

- No captive power plants to be added - due to adequate availability
- Bids invited for Long Term procurement of 846 Mus of renewable power (solar & non-solar) from FY '16.



Wind

Solar

Biomass

Small Hydro

EXCELLENCE JOURNEY :

Technological Firsts

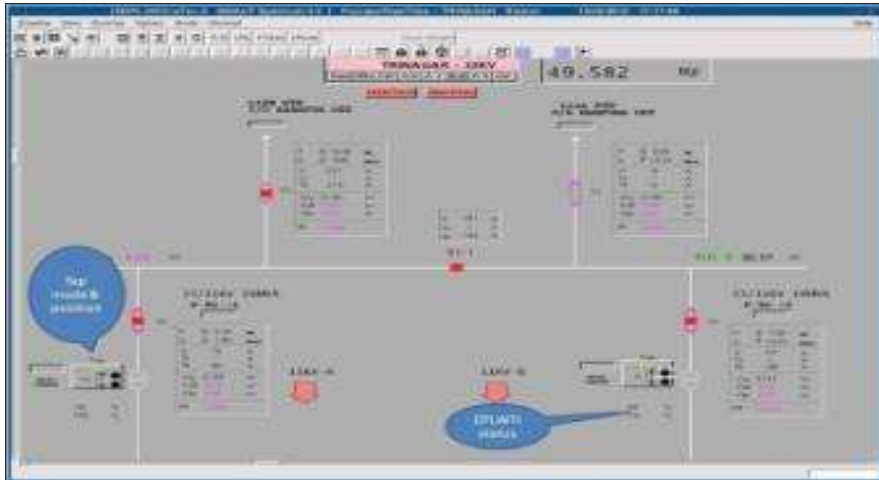
Adoption of Technology-Many Firsts



SCADA



Monitoring of total load through SCADA



Cap on Tap

NDPL is the only utility in India to have 100% 'Automatic Voltage Regulation'

Tap operations increased drastically

High maintenance cost and Equipment Breakdown /

Cost ~ 2 Cr per year

There was a potential threat of under-utilization of Capacitor Banks meant for reactive power compensation under the ABT regime

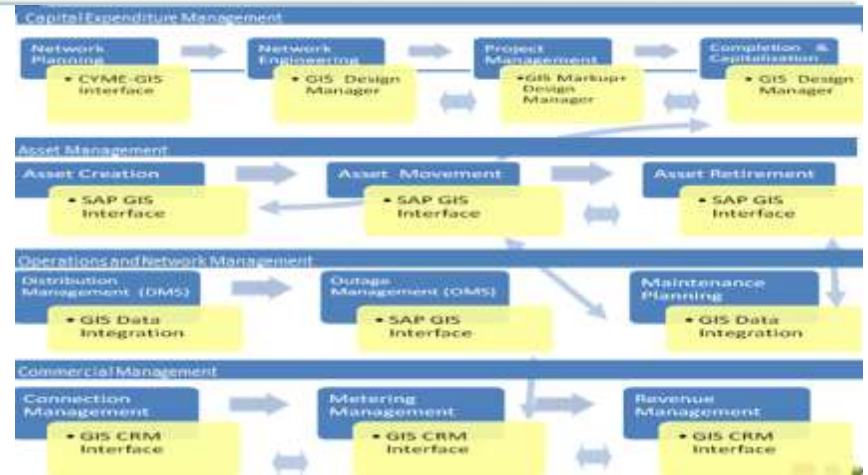
Cost ~ 4.5 Cr per Year

100% Automatic Voltage Regulation

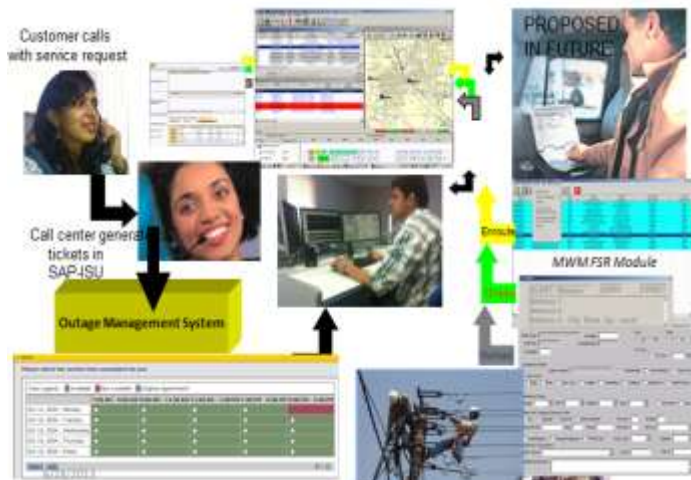
Adoption of Technology-Many Firsts



Geographical Information System



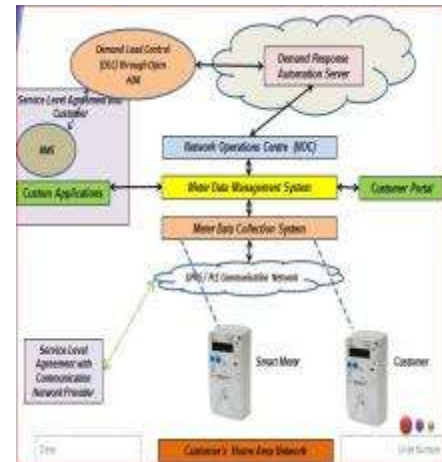
Integration of GIS with Operational and Commercial Sys.



Integrated Outage Management System



Integrated Call Center with BCM

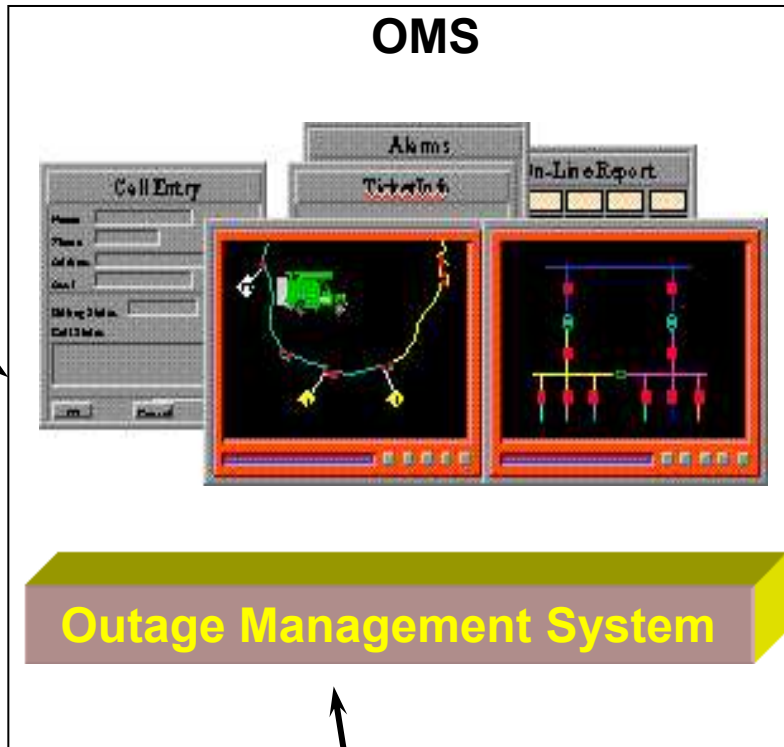


Smart Grid Pilot (Demand Response) Architecture

Integrated System Distinct Approach

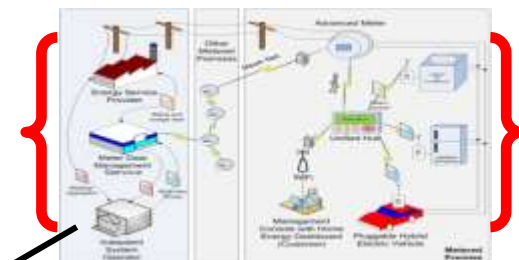


**CRM
SAP-ISU**



OMS

AMI



PROPOSED IN FUTURE

**SCADA/DMS-
SIEMENS**



GIS



OMS sits on the core of GIS

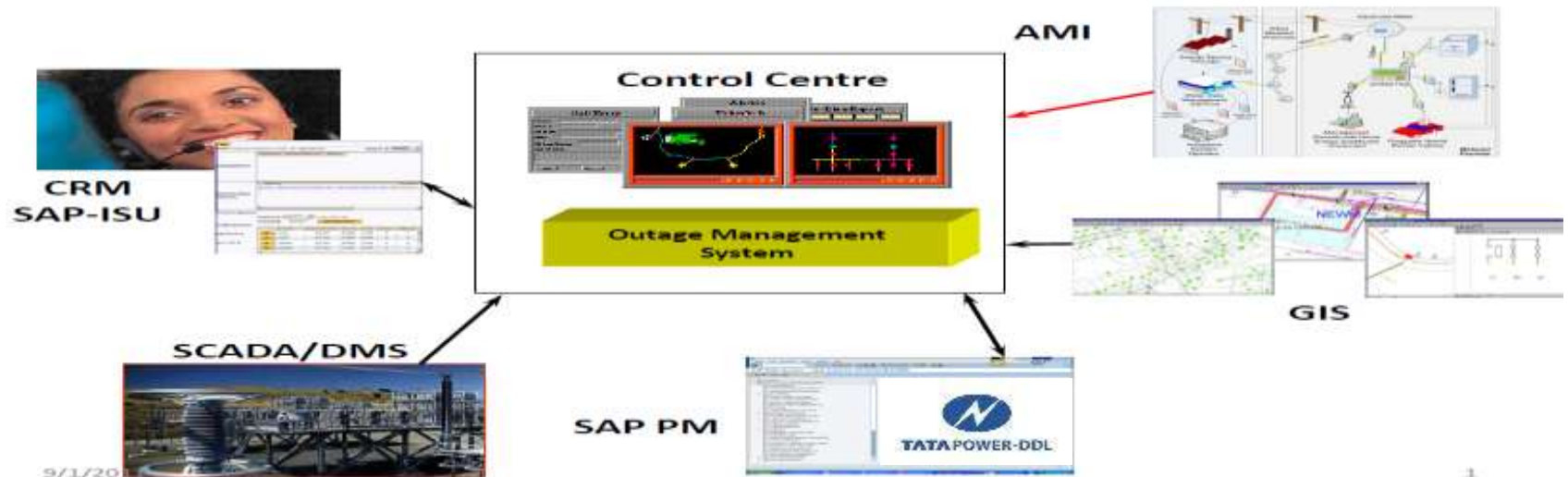


(SAP-PM)

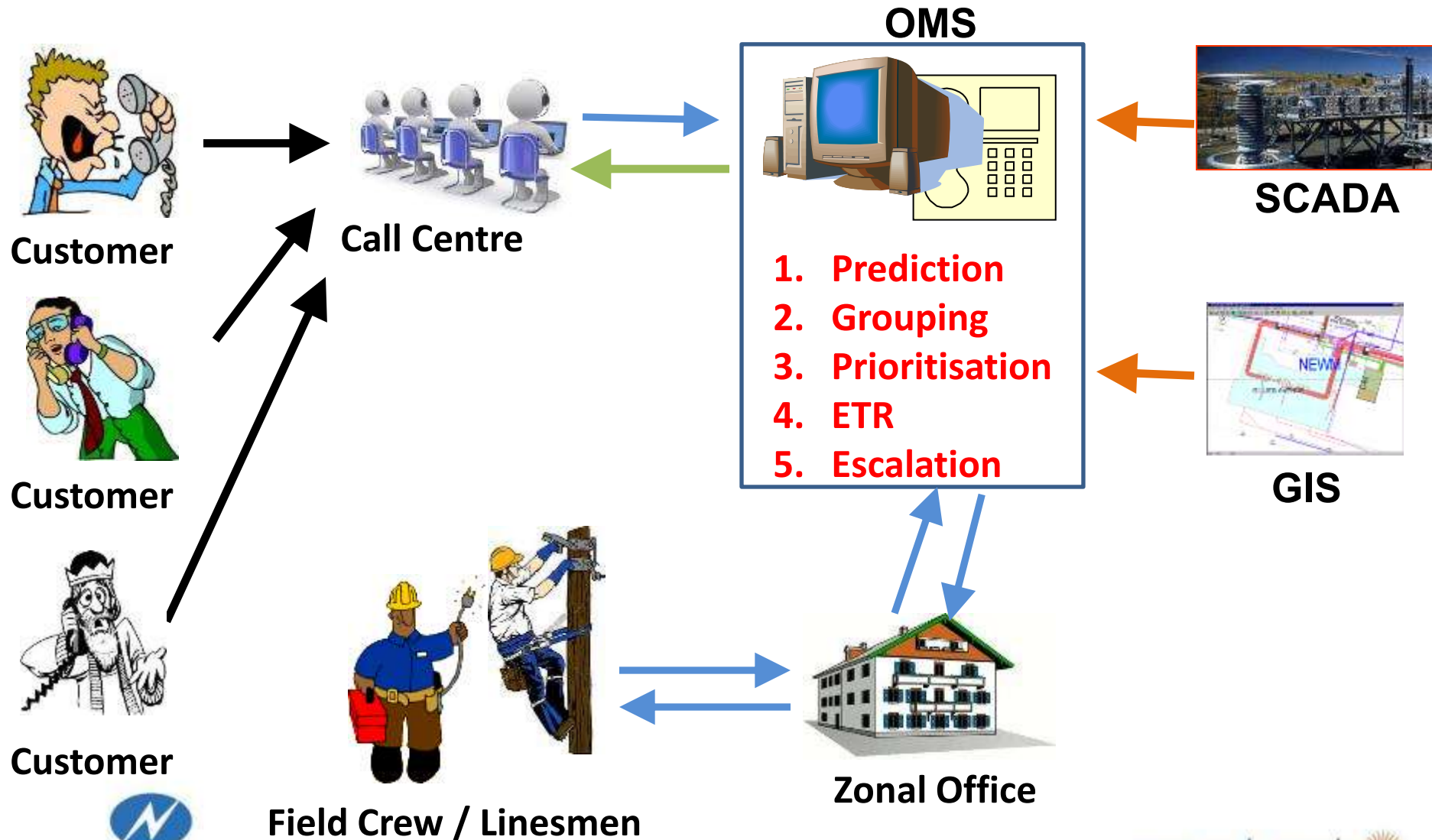
Initiative: Distribution Automation

TPDDL is the only utility in India to implement the **INTEGRATED OUTAGE MANAGEMENT SYSTEM (OMS)**

- Geo referenced network details along with trouble order to the field crew
- Prediction of the outage device thus curtaining diagnostic time
- Management of crews assisting in restoration
- Updation of CRM with status of on going and planned outages for intimation to customers
- Actionable intelligent reports.



How Outage Management System works



TPDDL Solar Journey

TPDDL started its Solar Journey in 2008 and has successfully commissioned Solar PV Plants of capacities 4 KW & 15 KW at its Corporate Office & Training Academy, CENPEID at Rohini, Delhi. Apart from this, TPDDL has also commissioned two Solar PV Plants at its CENNET (Centre for Network Management) and GTK Grid Substation .The most significant in the line is the Mega Watt Class of Grid connected Solar Plant at its Central Stores at Keshavpuram. The plant was supplied by Tata BP Solar and consists of 5,576 solar photovoltaic (PV) panels installed as a roof covering more than 11,000 sq. m of the area. Recently TPDDL has got a grant of USD 450,000 from USTDA for a study to determine what kind of architecture and network is required for rooftop solar. With fifteen (15) Solar Plants installed at its license area the total capacity till FY 2013-14 is 1.65 MW.



1 MW Solar Project at TPDDL Central Store



54 kw Solar Power Plant at Bawana



EXCELLENCE JOURNEY :

Enhance Consumer Satisfaction

PUBLIC NOTICE

POWER-FULL DELHI

Meter is Not a Mere Consumption Recorder

Meter Accuracy Test

- Consumer MMRs are available for download
- CPM in MMR meter testing table

Internal Wiring Safety

- Check your meter with leakage LED. Its display confirms safety.
- Alert displays leakage LED activation & its safe.

24x7 Grievance Redressal Through Call-centre/Website/MSM

Sl. No.	Category	First	Second	Third
1	Supply Interruption	24 hours	48 hours	72 hours
2	Quality of Supply	24 hours	48 hours	72 hours
3	Consumer Safety	24 hours	48 hours	72 hours
4	Consumer Complaints	24 hours	48 hours	72 hours
5	Consumer Grievances	24 hours	48 hours	72 hours

BSES **TATA POWER DELHI DISTRIBUTION LIMITED**

क्या आप जानते हैं कि दिल्ली में बिजली दूसरे महानगरों और एनटीआर के शहरों की तुलना में सस्ती है?

प्रमाण यहाँ है

एनटीआर के शहरों में बिजली की दरें दिल्ली की तुलना में अधिक होती हैं। यह तथ्य बिजली की लागत में अंतर को दर्शाता है।

शहर	एनटीआर	दिल्ली
गुवाहाटी	1.00	0.80
कोलकाता	1.00	0.80
मुंबई	1.00	0.80
चेन्नई	1.00	0.80
बंगलुरु	1.00	0.80
हैदराबाद	1.00	0.80
पुणे	1.00	0.80
वाराणसी	1.00	0.80
राजकोट	1.00	0.80
जयपुर	1.00	0.80
भुवनेश्वर	1.00	0.80
बिड़र	1.00	0.80
बिलासपुर	1.00	0.80
राजमहल	1.00	0.80
राजसमंद	1.00	0.80
राजसमंद	1.00	0.80
राजसमंद	1.00	0.80
राजसमंद	1.00	0.80

BSES **TATA POWER DELHI DISTRIBUTION LIMITED**

क्या है दिल्ली की धड़कन का राज!

प्रधान 19 वीं व 20 वीं के शासन में दिल्ली को सारे में सही 100% (2019 फ़रवरी में 9642 किलोवाट की क्षमता हुई है जो सारे सबसे बड़े शहरों में दिल्ली की स्थिति दर्शाती है।)

बिजली की लागत में अंतर को दर्शाता है।

BSES **TATA POWER DELHI DISTRIBUTION LIMITED**

TPDDL Announces

LUCKY DRAW PAY & WIN

for the consumers who pay their electricity bills through ECS, Net banking or NEFT/RTGS.

Make a payment & win prizes

Prizes of value upto Rs. 200,000

AWARD CATEGORIES:

- Smart TV
- Mobile Phone
- Gift Voucher

TATA POWER DELHI DISTRIBUTION LIMITED

आज बिजली की लागत में 40% की बचत

Time is Banking Out... Combat Climate Change...

TPDDL

Time is Banking Out... Combat Climate Change...

TPDDL

TPDDL

SWITCH OFF TO BE THE EARTH HOUR

TATA POWER DELHI DISTRIBUTION LIMITED

TATA POWER DELHI DISTRIBUTION LIMITED

CONSUMER SERVICE INITIATIVES

Events planned for TPDDL, employees, BAs and their wards

TPDDL

Available at TPDDL Consumer Care Centers

TPDDL

Available at TPDDL Consumer Care Centers

TPDDL

Know your meter

TPDDL

Know your meter

TPDDL

बिजली चोरी की सजा जेल

बिजली चोरी को 20 गुना मुआयना करने में देर नहोने का फैसला

बिजली चोरी को 3 साल की जमानत देना

बिजली चोरी पर तीन करोड़ जुर्माना, तीन साल जमानत

बिजली चोरी पर 20 दिन में डेढ़ करोड़ का जुर्माना

बिजली चोरी को 20 दिन में डेढ़ करोड़ का जुर्माना

बिजली चोरी की रिपोर्ट 27468030 पर करें।

TATA POWER DELHI DISTRIBUTION LIMITED

Are you in Queue to apply for a new connection?

We have now made it easier for you.

Simply log on to www.tatapower-ddl.com and apply online.

TATA POWER DELHI DISTRIBUTION LIMITED

बिलों का भुगतान अब और भी आसान...

आपका बिल अब और भी आसान है।

TATA POWER DELHI DISTRIBUTION LIMITED

Your Electricity Connection Details are Just a Click Away

Know your account history, get bill details and lots more

Visit www.tatapower-ddl.com and create your account in 'My Login' section.

TATA POWER DELHI DISTRIBUTION LIMITED

KNOW YOUR METER

EMERGENCY LEAKAGE INDICATOR

METER BEEP TROUBLE SIGNAL

POWER ON LED

METER SERIAL NO.

LED DISPLAY

POWER LED

SPECIAL PORT

TATA POWER DELHI DISTRIBUTION LIMITED

Consumer Convenience – New Connection

- *Door step delivery and same day installation of meters(Unique) thru Instant camps for JJ Consumers*
- *Instant Dues Checking through GIS for others consumers for Immediate revenue and Lesser footfalls*
- *Simplified consumer documentation*
- *Installments for New Connection Charges for JJ Consumers.*
- *Incentives for New connection like Accidental Insurance of Rs. 1 lacs*
- *Meter Installation through VAN Model installing about 7-8 meters per day*
- *GPS enabled Vehicle Tracking System*
- *Video Conferencing at Consumer Hearing Cell*



Home Delivery of Connections



Instant Connection



Video Conference

Consumer Convenience – Correct Billing

- *Automatic Meter reading for 60000 Thousand High End Consumers.*
- *Online Spot Billing for JJ Consumers for Instant Bill Delivery and Query Resolution.*
- *Aligning Due dates of JJ Consumer Bills matching with salary/wage dates*
- *Automatic System Based Reading and Billing Quality Check for ensuring correctness of bill.*
- *Split Cycle billing concept i.e. consumer read in day get billed in the evening.*
- *Use of Periscope for reading Meter at Height cases*
- *Faulty Meter Photographs during Meter Reading (immediate identification of meter problem)*



Spot Billing

Consumer Convenience – Online E-Initiatives

- **Billing database of 100% of consumers on TPDDL website**
- **Facility to Generate and View status of Consumer request and Complaint on TPDDL Website.**
- **SMS Pull Service @ 56070 for information on**
 - **No Current Complaint**
 - **New Connection**
 - **Bill Details**
 - **Payment Details**
- **Mobile Based TPDDL Website Application**
 - **Power Outage Details**
 - **Electricity Bill Details & Payment**
 - **Last Three Consumption Details**
 - **Last Five Payment Details**
 - **Update Mobile Nos. and Email-Id**
 - **Register New Connection Request**
 - **Report Safety related incidents**
 - **Know Energy Saving Tips**
- **Mapping of TPDDL Payment and Consumer Care Centre on Google Maps**



E Bill



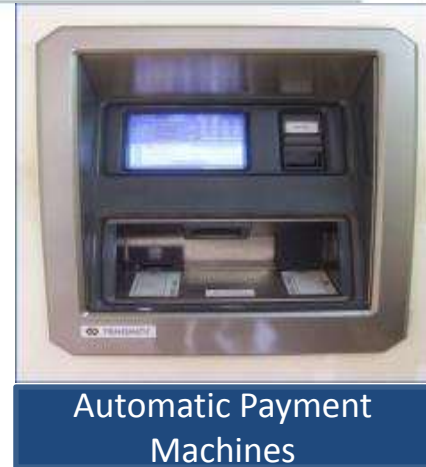
SMS Based Pull service



Mobile App

Consumer Convenience – Enhanced Payment Avenues

- *State of art Collection Centres - Any Time Payment Machines*
- *Payment touch points increased from 20 at the time of takeover to 5000 now. Own collection counter every 3 KM radius in Urban Area.*
- *Door Step Payment Collection through Mobile Cash Collection Centre in JJ Clusters*
- *Payment of Energy Bills through website / Credit & Debit Cards*
- *Pay-N-Win Scheme to promote low transaction modes of payment*
- *Cell Phone based payment application Introduced.*



Revamping Consumer Experience

- Meetings with RWAs/IWAs on a monthly basis in all Districts
- Segmented meets
- Annual Consumer Meet “Milaap”
- Relationship Approaches
 - Client & Account Managers : Xpress, KCG, HRB, G&I
 - Consumer Relationship Officers (CROs): HCB
 - Special Consumer Group: JJ Clusters
- BPR of Revenue Management Cycle
- Automated Workflow (SAP ISU)
- Instant/ Speedy New Connections
- Performance Assurance Standards



Revamping Consumer Experience

Value Added Services

- Lucky draw for consumers using E-Payment options
- Energy Audit of Key Consumers
- Safety Audits at Customer Premises
- Discount coupons to paying consumers
- Pay & Win Schemes for SCG consumers



Integrated Call Center launched through BCM

- Common IVR for No Supply & Commercial.
- Reduction in response time through pre-fed information.
- Auto response for outage information & registration of No Supply complaint using BCM-CRM-OMS integration.
- Capturing caller's experience with call through IVR.
- Voice mail recording for theft/harassment/project execution related complaint.



Taking Care of Bottom of the Pyramid

223 JJ clusters* across North and West Delhi

- 70%** JJ clusters not provided toilets
- 55%** don't get regular water supply
- 83%** don't have basic infrastructure

Delhi Capital Region Planning Board data

- No PDS
- No schools
- Open drainage
- Missing children
- Child marriage
- Long lines for water
- No guarantee of roof
- No bus stops
- Open defecation
- No roads

"We've spent 25-30 years in this slum cluster. Where is the housing they promised us? We live here in filthy conditions with mosquitoes and flies. How are we to feed our families when we can't afford to buy vegetables and milk? We are fed up."

-Vimla, quoted by Firstpost

- Average income: Rs. 4,529
- Average expenses: Rs. 3,780
- Pays electricity bill of Rs. 1,000-4,000
- Works as unskilled or semi-skilled labourer
- Tries to save money for children's marriage
- Buy gas at Rs.120/kg
- Stands for hours in queue for water
- Housewife, or sometimes works as a domestic help

Source: Primary and Secondary research conducted by Firstpost

Innovative Case Study-Our Innovation

Special Consumer Group



CS Group

Formation of Special Consumer Segment

- ❖ Making **Metering & Billing affordable**
 - Reducing the cost of new connection
 - Offering door step customized services.
 - Advocated for Re. 1 subsidy in electricity charges for consumer \leq 200 U.
- ❖ **CS initiative's** for :
 - Improving socio economic condition
 - Building the capacity to pay
 - Building long term Relationship with family member of different age group.

Special Consumer Group



Corporate Sustainability
Group

TPPDL started Initiatives for

- **Health Care**
- **Employment**
- **Employability**
- **Education**
- **Entrepreneurship**



Care for Community (1/2)

3 pronged strategy adopted for CSR

- Philanthropic - *giving back to the society*
- Compensatory – *empowering and enriching quality of life*
- Business Oriented – *creating a win-win situation*



Adult Literacy Center



Support to MS patients



Drug De-Addiction Camp



Health Camp



Energy Conservation



Nukkad Natak

Care for Community (2/2)

Affirmative Action



Education
Sponsoring students

Employment
Job opportunities

Employability
Vocational Training, Support to ITIs

Entrepreneurship
Beautician courses, Franchisees



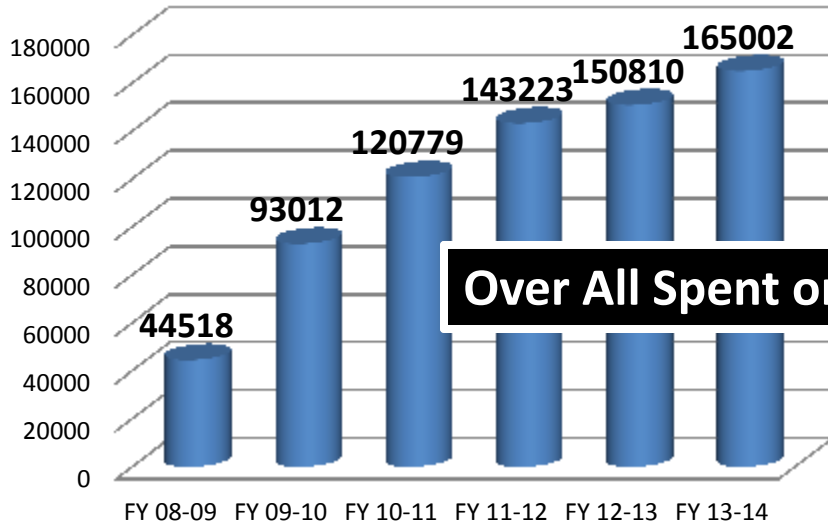
TPDDL is the recipient of Jury Awards and Serious Adoption Award for AA among TATA Group Companies

Community Initiatives

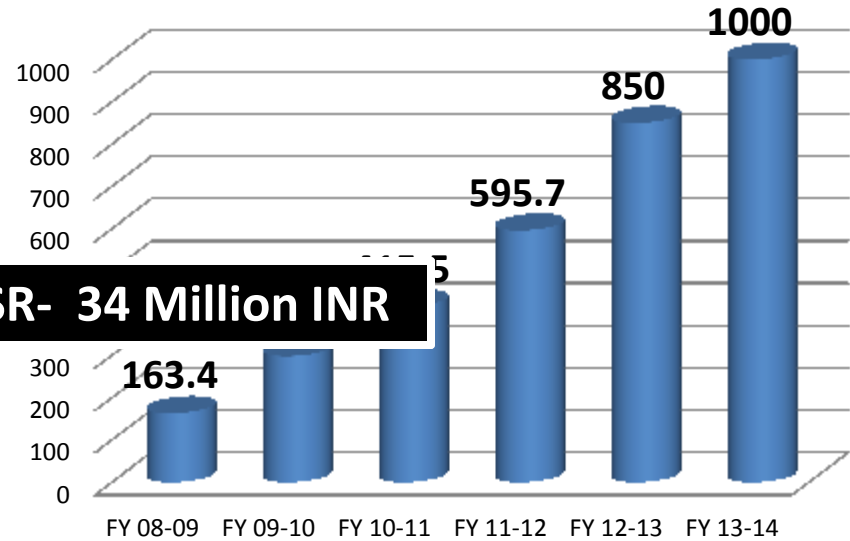


Impact: SCG Consumer and Demand

SCG Consumer Growth

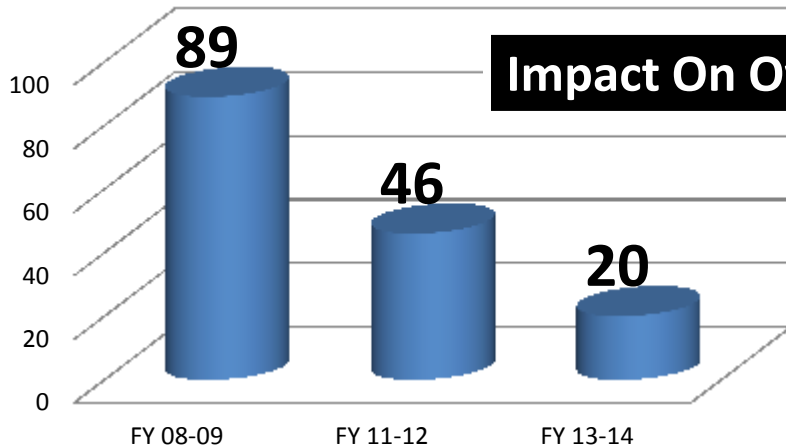


SCG Demand Billed (Million INR)



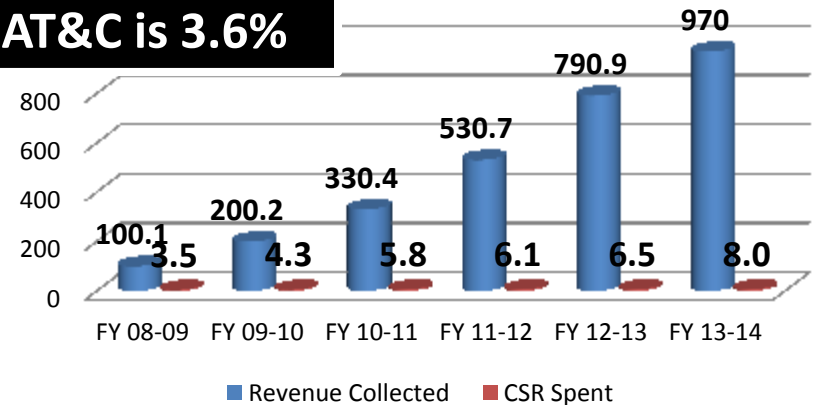
Over All Spent on CSR- 34 Million INR

AT & C losses in JJ Clusters



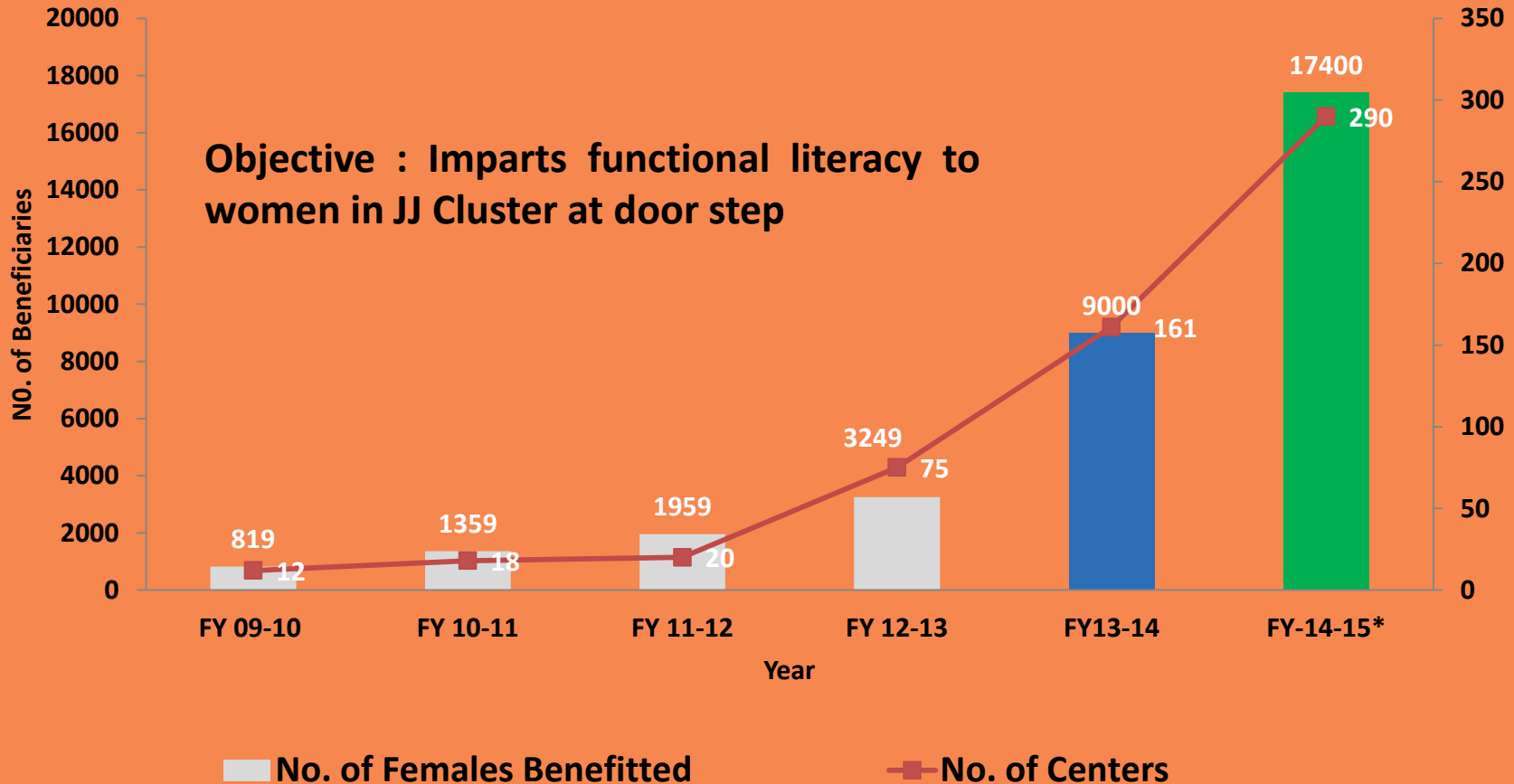
Impact On Overall AT&C is 3.6%

Revenue Spend Vs CSR Spent (Million INR)



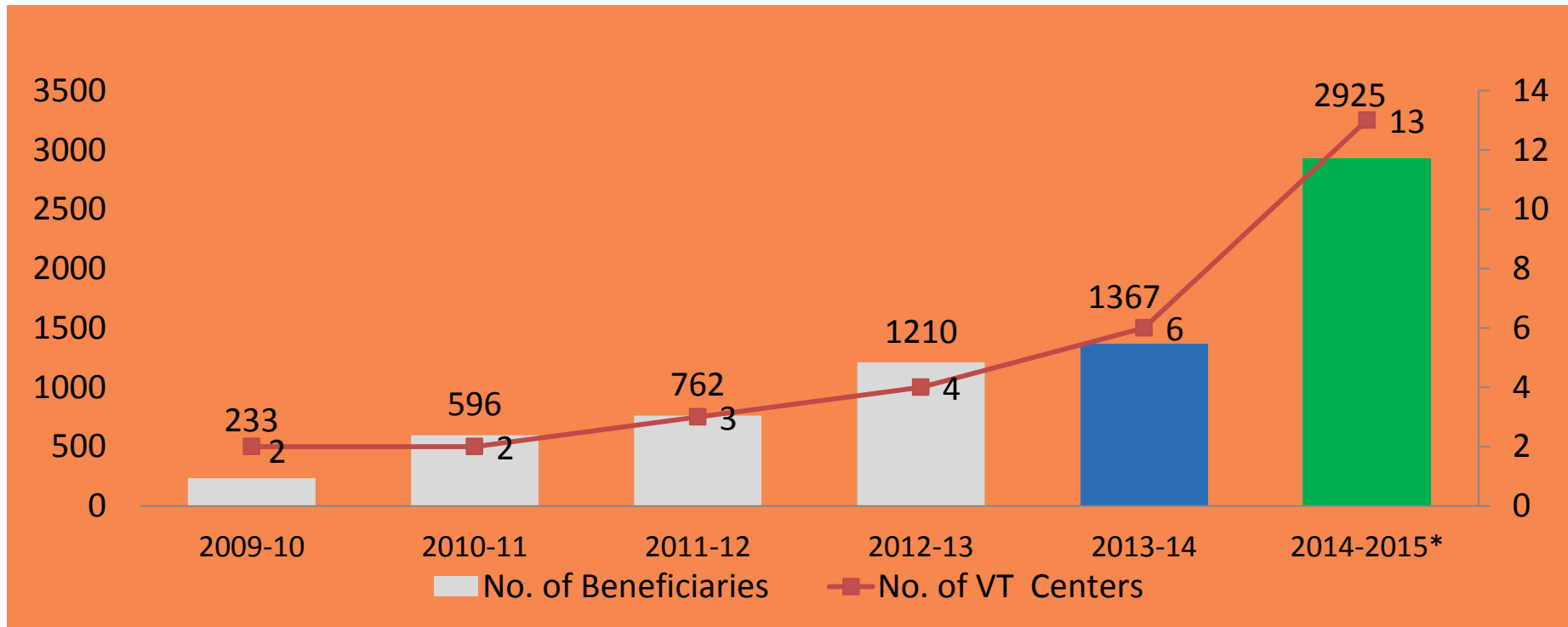
Adult Literacy Center(ALC)

Objective : Imparts functional literacy to women in JJ Cluster at door step



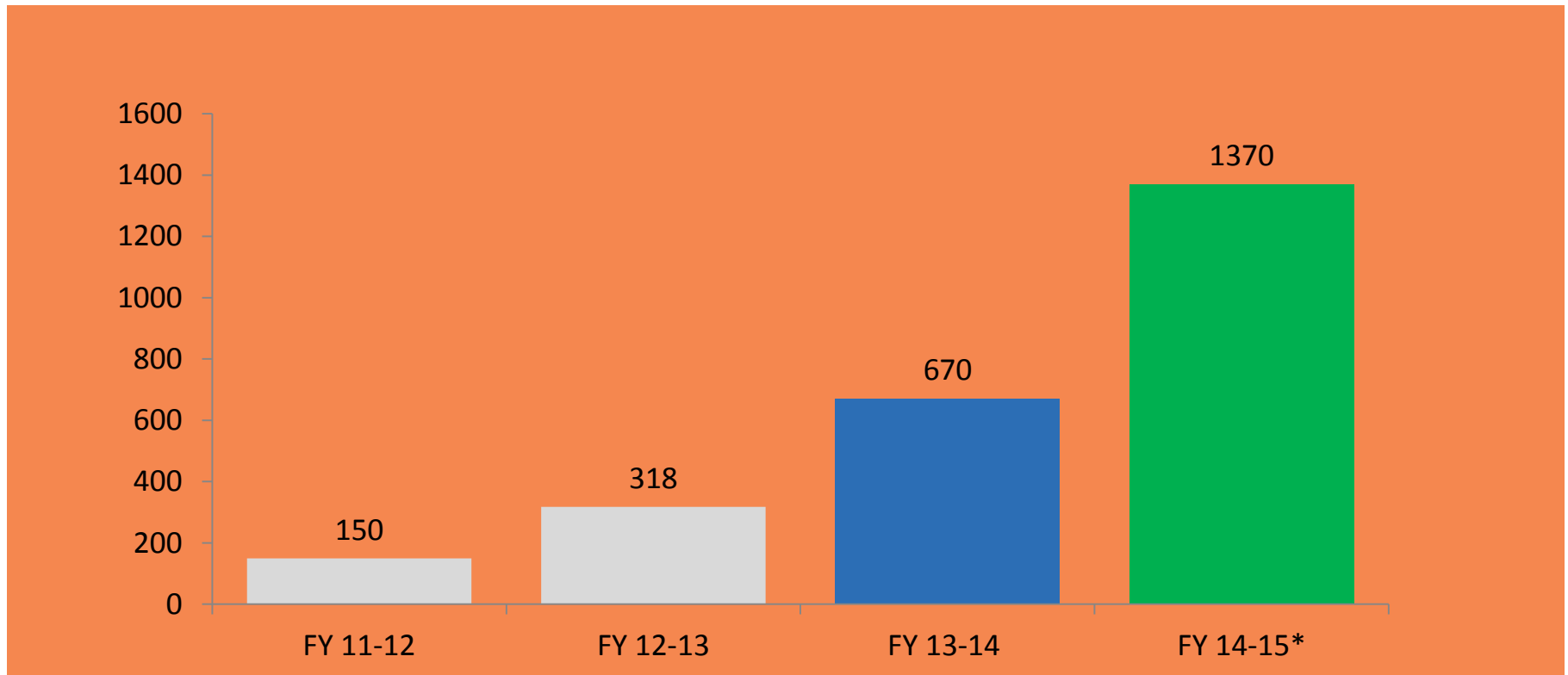
Vocational Training Program

- Courses offered are Stitching & Tailoring, Beautician, Computer, Bamboo Art Work, Retail, Electrician, Mobile Repairing etc.
- Passed out beneficiaries are placed with organizations like IBM, Westside, Big Bazar, Dee Mark Health Care, More Mega Mart, Chai Point, Pizza Hut, Fun Cinema, Café Coffee day etc.



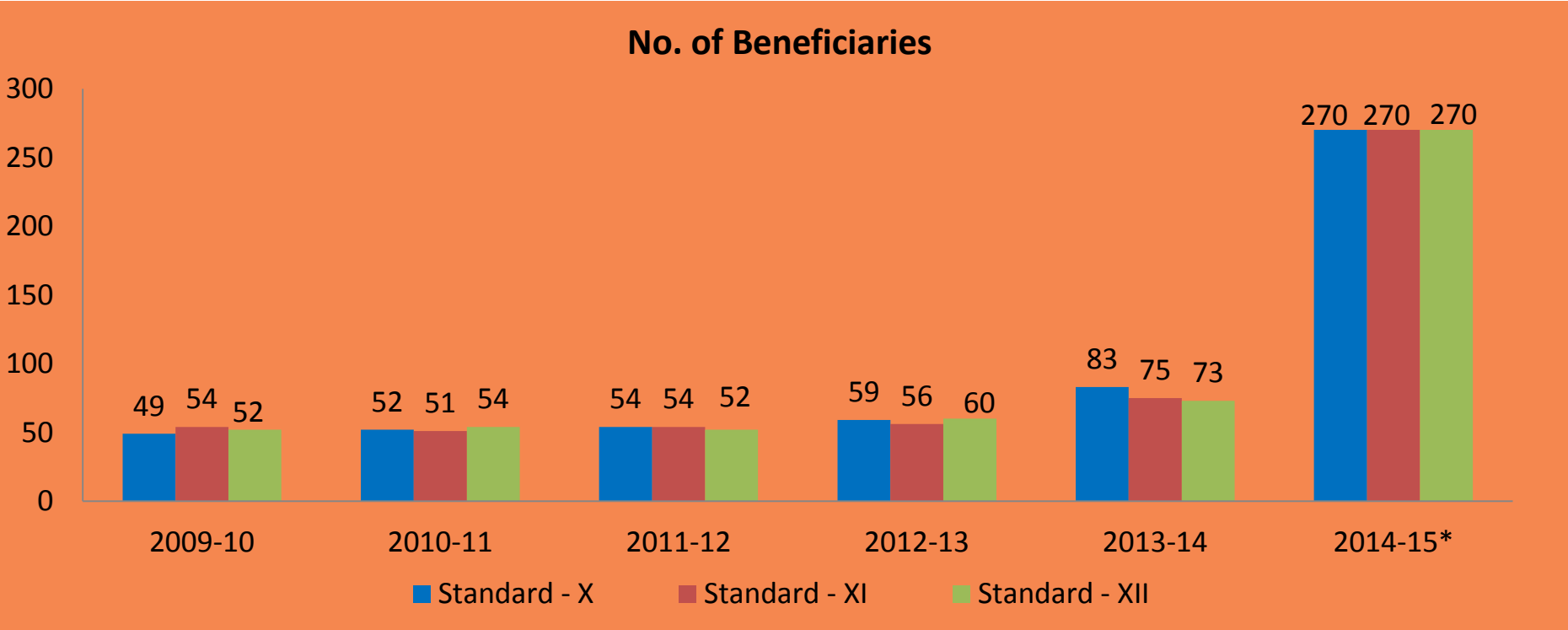
Tutorial Centers

- Children of Jhuggi Jhopari get access to education and better grooming
- Caters to children from standard I to X
- Program has succeeded to achieve zero dropout status of students.



Support to SC/ST School Students

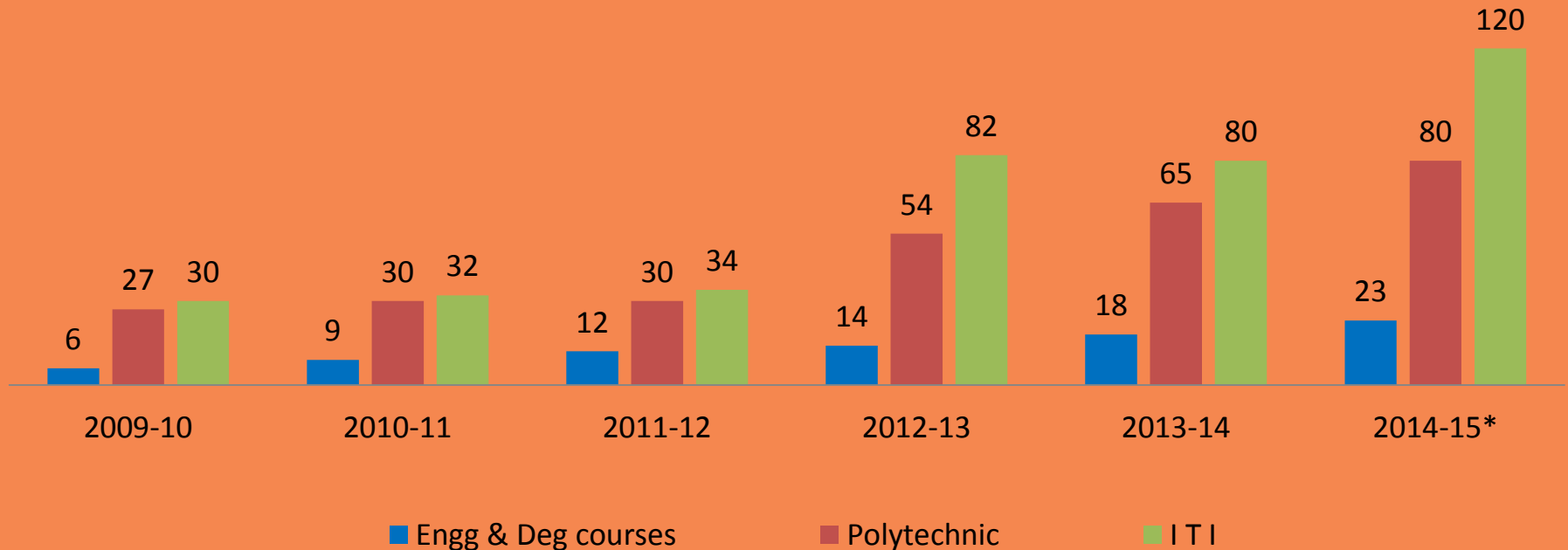
- Pool of 230 students covering 36 government schools for education support program
- Career & one to one personal counseling
- Constantly monitored and mentored by TPDDL so that they do not dropout and improve their performance
- Customized personality development program is conducted covering interpersonal skills, career counseling and competency testing for these students



Education Support Program for Professional Courses

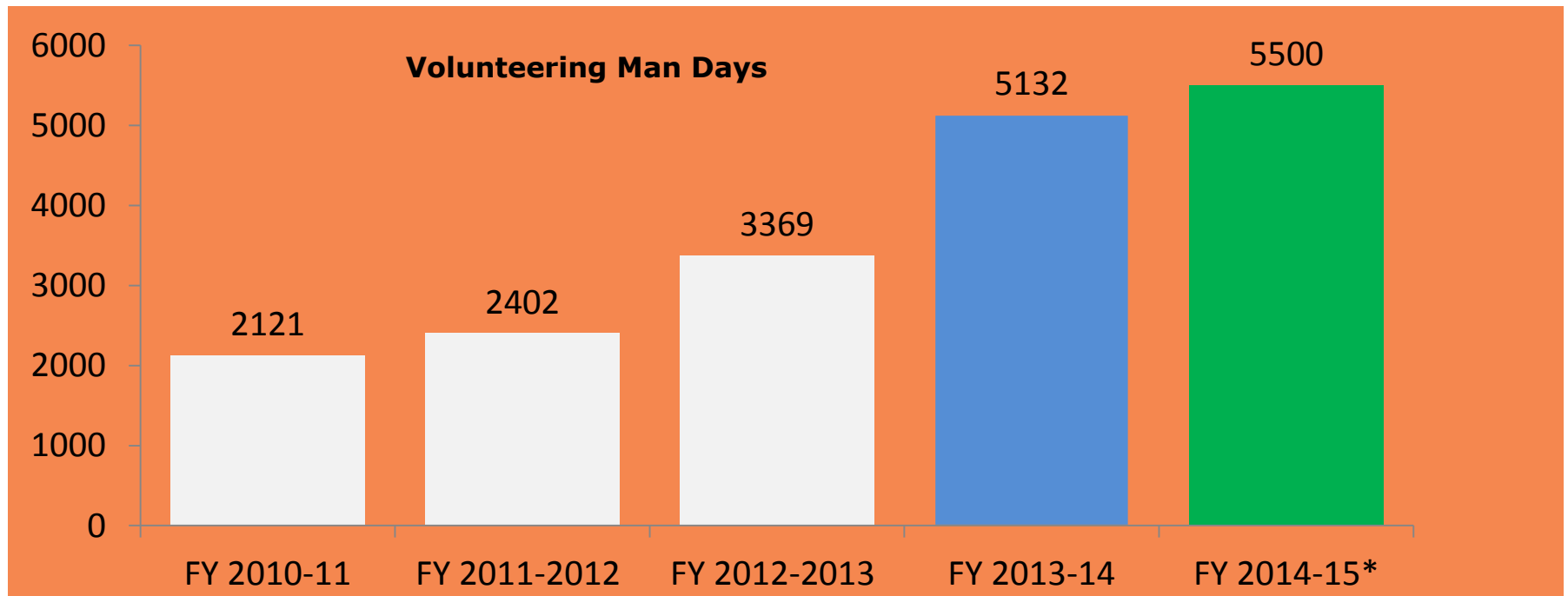
Support SC/ST students pursuing various courses in ITI, Polytechnic, Engineering Colleges and others by sponsoring their tuition fees and give them access to skills to ensure employment

No. Of Students Supported



Employee Volunteering

- Participation in CSR activities has been aligned in the employee's KRA to enhance the employee engagement.
- Involved in initiatives like Vocational Training, Tree Plantation, Blood Donation Camps, Hands of Warmth, Book Donation & HIV/AIDS Workplace Intervention Program are few of the activities which are carried primarily by the volunteers



Our Employee at TPDDL....



Employee Initiatives



Tie up with A-grade management institutes.



Introduced Employee Exchange Program

Employee of the month, Fast Track Promotion, Employee Referral, Employee Assistance Program, Coffee with Manager, Long Service Award



Financial support of Rs 1 lacs to each eligible candidate for higher education



Employee Initiatives



Introduced engagement initiatives such as Annual Employee Meet (Ullas Mela), Cultural Club



Introduced employment opportunity scheme for the employee wards and BA employees



Introduced BA Sports Meet / Workforce Sports Meet, Youth Power Confluence



Conducting Work Level Study



Leveraging Capabilities

Project Management & Consultancy

- Business Process Re-engineering
- IT Initiatives
- Smart Metering Solutions
- GIS Implementation
- Demand Side Management and Energy Efficiency

Technical Advisory

- SCADA & Automation
- Smart Grid
- Network Planning, System Improvement and O&M Services
- Loss Reduction Services
- Power Generation - Renewable and Non- Renewable

IT Services

- Consumer Relationship Management
- Revenue Management
- AMR and Data Analysis
- Energy Audit Application
- Performance Management

Managed Services

- Technical & Management Strategy Services
- Open Access
- Capacity Building & Change Management
- Commercial Back Office for a Circle/Town/Utility
- Business Process Outsourcing

Leveraging Capabilities

TPDDL is the first and the only Indian utility to be a part of the Global IUN (Integrated Utility Network) Coalition

TPDDL is empanelled by the Power Finance Corporation, Govt. for RAPDRP

TPDDL is also empanelled with the Rural Electrification Corporation as System Consultant

Our Offerings

Our Offering	Expected Benefits to Government
Management Services- Focused on Improving Supply Hours for the State, Reliability & Quality of Power and Service Delivery	<ul style="list-style-type: none"> ❖ Power Quality monitoring & analysis ❖ Network analysis and reduction of network downtime ❖ Residual life assessment and prevention of equipment's failure ❖ Improvement of service delivery. ❖ Increasing consumer satisfaction
Project Management Services- Distribution Improvement Projects under various System Strengthening schemes	<ul style="list-style-type: none"> ❖ Provisions for SCADA enablement ❖ Central monitoring of the project ❖ Customize solutions with suitable engineering interventions ❖ Detailed analysis and timely intervention to prevent time & cost over run.
Technology Intervention- System Integration services for various Technology initiatives including Capacity Building, specific to Power Distribution	<ul style="list-style-type: none"> ❖ Capacity Building & Handholding to meet the overall objective ❖ Reduction in network downtime ❖ Increasing consumer satisfaction ❖ Capacity Building & Handholding to meet the overall objective ❖ Creating infrastructure for enablement of central monitoring ❖ Improved Cost-Effectiveness



Our Offerings

Our Offering	Expected Benefits to Government
<p>PPP Model for Distribution reform capital region of State</p>	<ul style="list-style-type: none"> ❖ 24x7 power to consumers with minimum network downtime ❖ Latest consumer care initiative with the mission of creating happy consumers ❖ Saving to Government due to self-sustainable power sector ❖ Creation of State-of the art infrastructure with Technological intervention for being future ready with smart city concept ❖ Improved Cost-Effectiveness ❖ Increased Investment & Quicker delivery for Infrastructure
<p>Implementation of Smart Grid Pilot Rollout and its replication towards Development of SMART Cities</p>	<ul style="list-style-type: none"> ❖ Reduction in network downtime ❖ Increasing consumer satisfaction ❖ Capacity Building & Handholding to meet the overall objective ❖ Creating infrastructure for enablement of central monitoring ❖ Improved Cost-Effectiveness
<p>Advisory Services for Demand Side Management to meet Power Deficit and Distributed Generation through Solar / Wind Energy in Rural Areas</p>	<ul style="list-style-type: none"> ❖ Meeting Demand Supply gap ❖ Promotion of renewable energy ❖ Improving consumer satisfaction ❖ Promoting energy efficiency measures ❖ Improvement of network loss profile through Tail-end support



Innovation at TPDDL

Tata Innovista 2014

- Performance Enhancement of Low Voltage Cable through UV Retardant Design that will create additional revenue of R.1.5 Cr. Per Annum through reduction in MU lost.

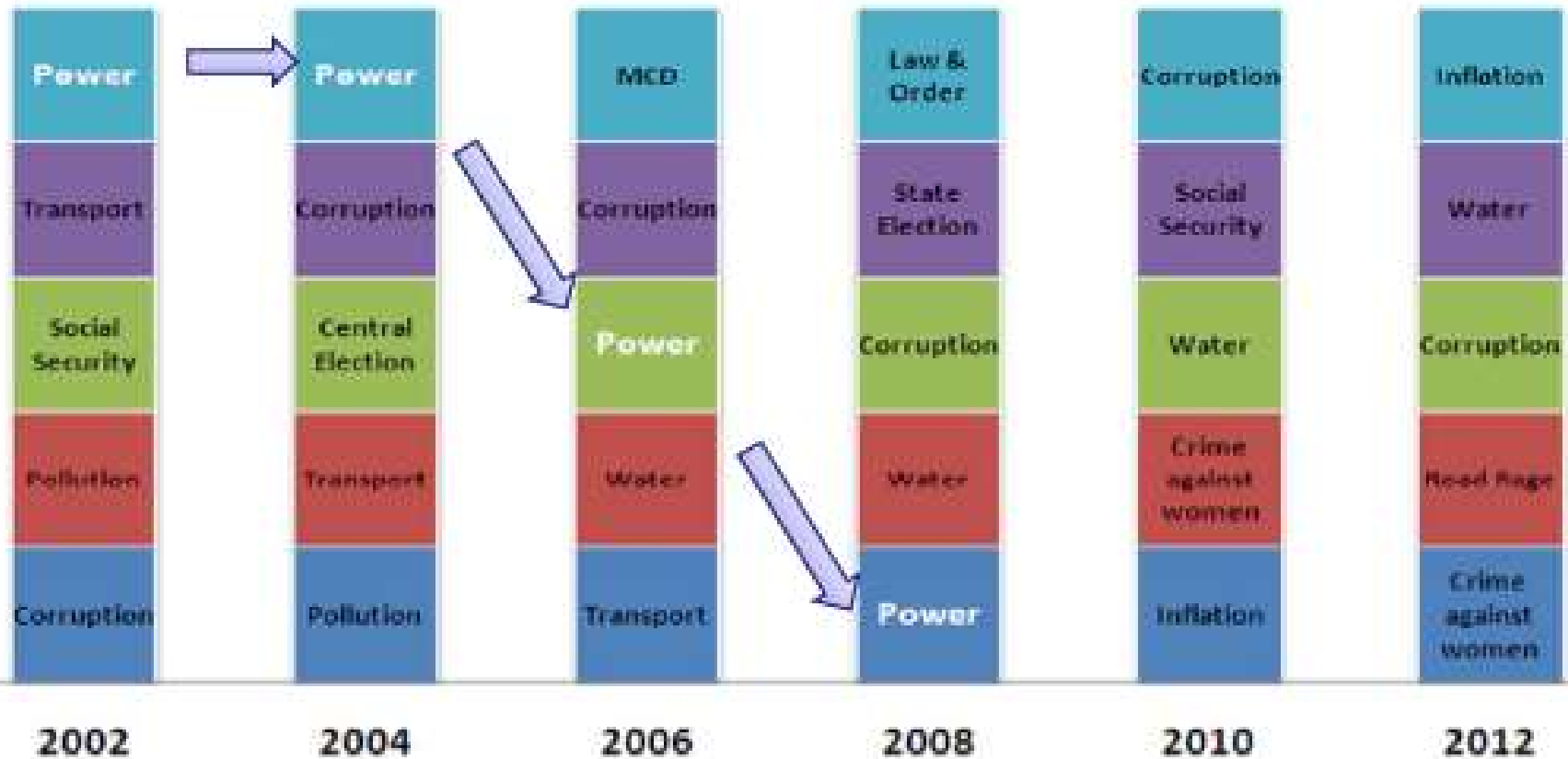


Tata SHIKHAR Awards 2014

CATEGORY – 2 (Participants in the age group of 30 to 37 years)

S. No.	Business Plan	Functional Groups Participated	Prize
1	Ultra-Violet Mitigation of XLPE Cables through New Design	COS	First Prize
2	All Time Collection Module payment of electricity bills	BD & IT	Second Prize
3	Introduction of accessible link boxes to save 66 KV 1CX1000 SQMM Cable	Plant Engineering Group	Third Prize

Power Supply No More An Issue... Says Delhi



Power is no more a concern for Delhites

TOI Survey : 2013

As per the Delhi Human Development Report 2013 "TPDDL's service has been rated second to DMRC"

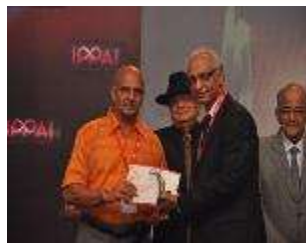
Key Recognitions



"Best Performing Private Discom"
Power Line Awards
(2013)



"Best Performing Utility- Urban"
Enertia Power Awards
(2012)



"IPPAI POWER AWARDS"
(2012)



"National Award for Meritorious Performance"
(2004-05, 05-06, 07-08, 08-09, 13)



"Policy Advocacy Award"
Edison Electric Institute, USA
(2009)



"Utility of the Year"
Asian Power Awards
(2007-2013))



"Utility of the Year"
India Power Awards
(2008, 2010, 2011)



"Technology Award (OMS) "
Asian Power Awards
(2012)



"IT Innovation Award (OMS)"
NASCOM & CNBC TV 18
(2012)



"Safety Innovation Award"
Institution of Engineers
(2010, 2011, 2012)



"Innovative Technology"
India Power Awards
(2009 – 2011)



"Innovative Implementation of GIS"
Edison Electric Institute, USA
(2008)



"Best Companies to Work for"
(2013)



Marico Innovation Award
(2013)



SAP Ace Award
(2013)

MAKING INDIA PROUD



JRD QV AWARD
2014

BEST OVERALL PERFORMANCE IN
POWER DISTRIBUTION & CEO
FOR THE YEAR AT INDIA POWER
AWARD-2013

INDIA'S BEST COMPANIES TO
WORK FOR AWARD - 2013
(Ranked 46 out of 100)

SAFETY INNOVATION AWARD
2009, 2010, 2011, 2012 & 2013

ASIA'S BEST EMPLOYER
BRAND AWARDS - 2011

NATIONAL AWARD FOR
MERITORIOUS PERFORMANCE
FOR THE YEAR 2004-05,
2005-06, 2007-08 & 2008-09

ASIAN UTILITY OF THE YEAR AWARD
2007, 2008, 2009, 2010, 2011
IT PROJECT FOR INTEGRATED OMS - 2012

BALANCED SCORECARD
HALL OF FAME AWARD 2008

SAP ACE AWARD 2008

EDISON AWARD, USA
INTERNATIONAL CATEGORY 2008

Key Organization priorities/ direction- Vision 2022



Single Digit AT&C Loss Levels

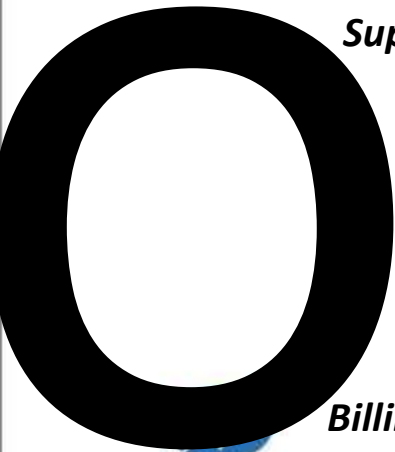


7%

Among Top 10 Best Companies to work for



Smarter Discom



Supply Complaints

Incidents/ Accidents

Billing Complaints



Energy Neutral & Water Neutral for Self consumption



Significant presence: domestic & international

Tariff Benchmarking- Metro Cities

TARIFF COMPARISON ACROSS DIFFERENT UTILITIES OF METRO CITIES IN INDIA					
		Delhi (TPDDL)	Mumbai	Kolkata	Chennai
	Units	Rs. / Unit	Rs. / Unit	Rs. / Unit	Rs. / Unit
Dom - 2 Kw	200	3.00	5.10	5.12	3.58
Dom - 2 Kw	400	4.67	6.05	5.62	4.46
Non Domestic/ Commercial- 20 kW	1500	10.15	12.88	7.64	7.71
LT Industrial - 20 kW	1500	9.20	10.63	6.88	5.90
HT Industrial - 100kW/108 KVA	15000	8.30	9.44	8.77	7.66

Please Note:

1. The cost includes Fixed and Energy Charges only and does not include other charges like Regulatory surcharge, PPAC etc. as on 17th July 2014 (DERC Tariff Order)
2. Domestic Tariff of Delhi includes subsidy of Rs.1.20 for first 200 units and Rs.0.80 for 201-400 units as approved on 3rd Sept 2014 (The subsidy will be applicable w.e.f. 11th Aug 2014)

Tariff Benchmarking- Neighboring States

TARIFF COMPARISON ACROSS DIFFERENT STATE UTILITIES NEAR DELHI NCR					
		Delhi (TPDDL)	Haryana	Uttar Pradesh	Rajasthan
	Units	Rs. / Unit	Rs. / Unit	Rs. / Unit	Rs. / Unit
Dom - 2 Kw	200	3.00	4.14	5.00	5.16
Dom - 2 Kw	400	4.67	4.60	4.90	5.17
Non Domestic/ Commercial- 20 kW	1500	10.15	8.50	9.45	7.35
LT Industrial - 20 kW	1500	9.20	8.16	10.1	6.32
HT Industrial - 100kW/108 KVA	15000	8.30	6.88	8.10	6.51
Power Outage During Summer(Avg.)**	Hours/ day	0	4-6	4-6	2-2.5

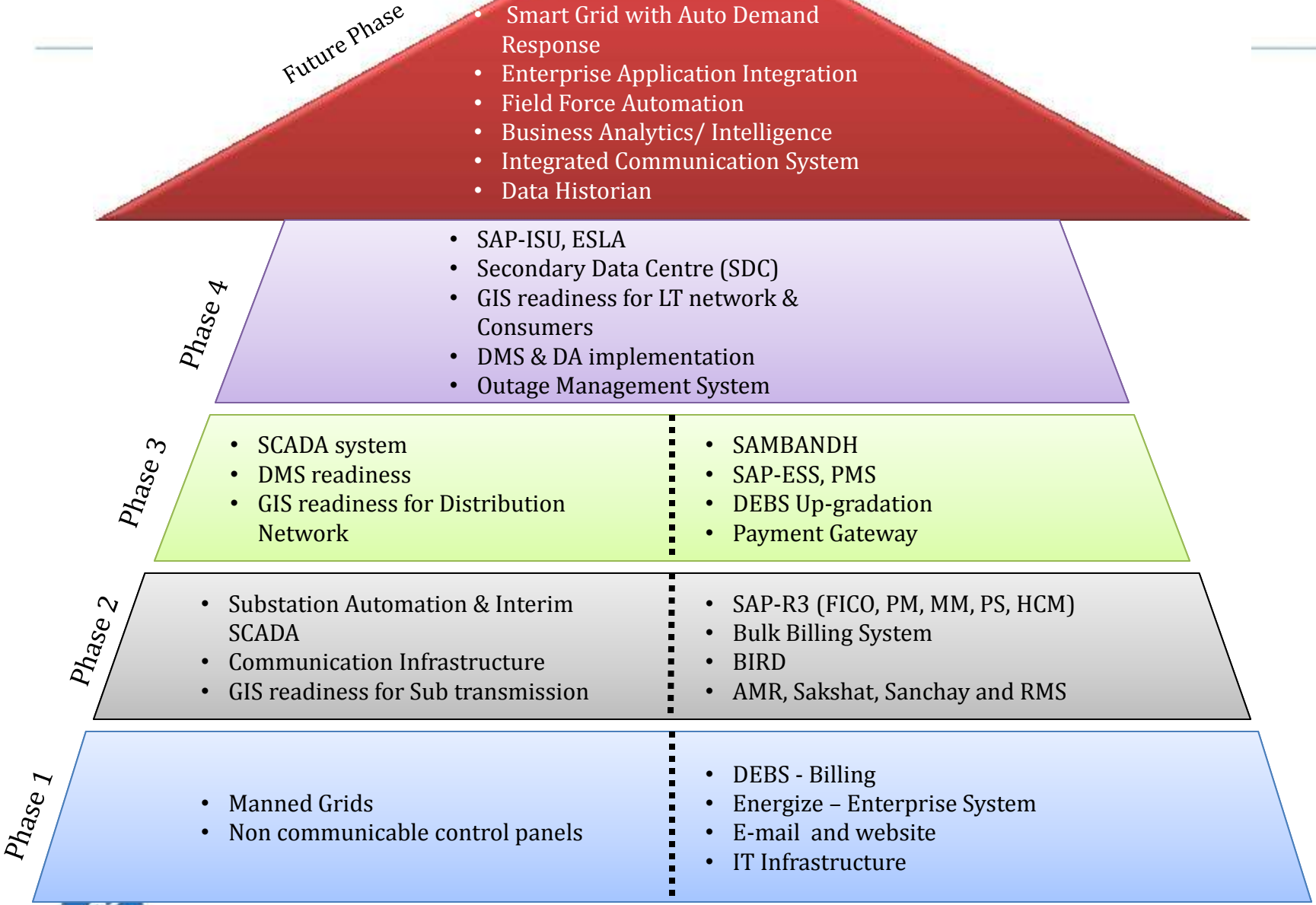
Please Note:

1. **Power outage is Nil in TPDDL area as compared to neighboring states (Source: CEA report on power reliability, SAIDI)
2. Subsidies offered by various govt. are considered for those updated in Tariff Orders.
3. Other charges like. Regulatory surcharge, PPAC, Taxes etc. not included as on 17th July 2014 (DERC Tariff Order)
4. Domestic Tariff of Delhi includes subsidy of Rs.1.20 for first 200 units and Rs.0.80 for 201-400 units as approved on 3rd Sept 2014 (The subsidy will be applicable w.e.f. 11th Aug 2014)

EXCELLENCE JOURNEY :

NEW INITIATIVES

Technology Roadmap

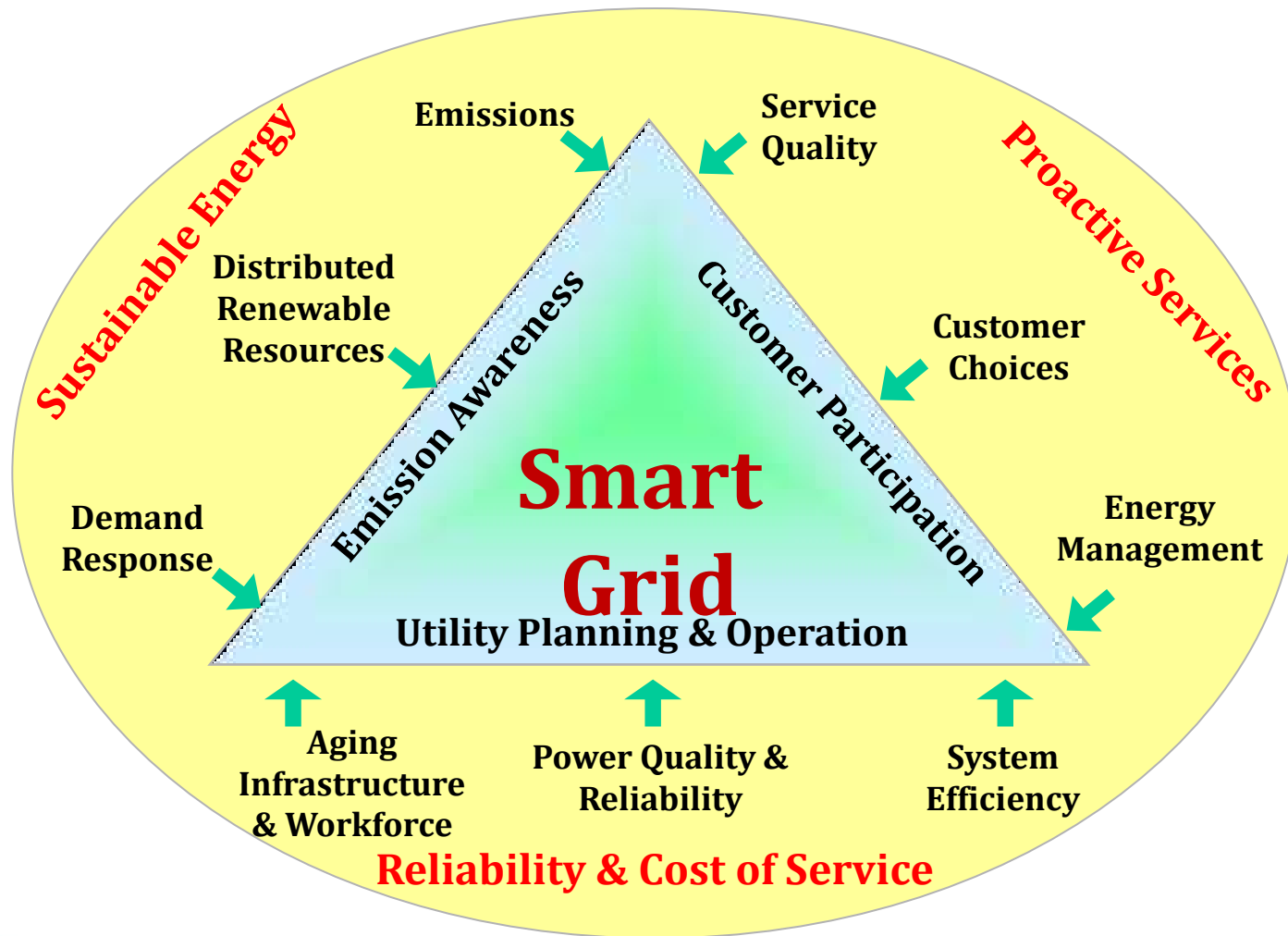


Operational Technology

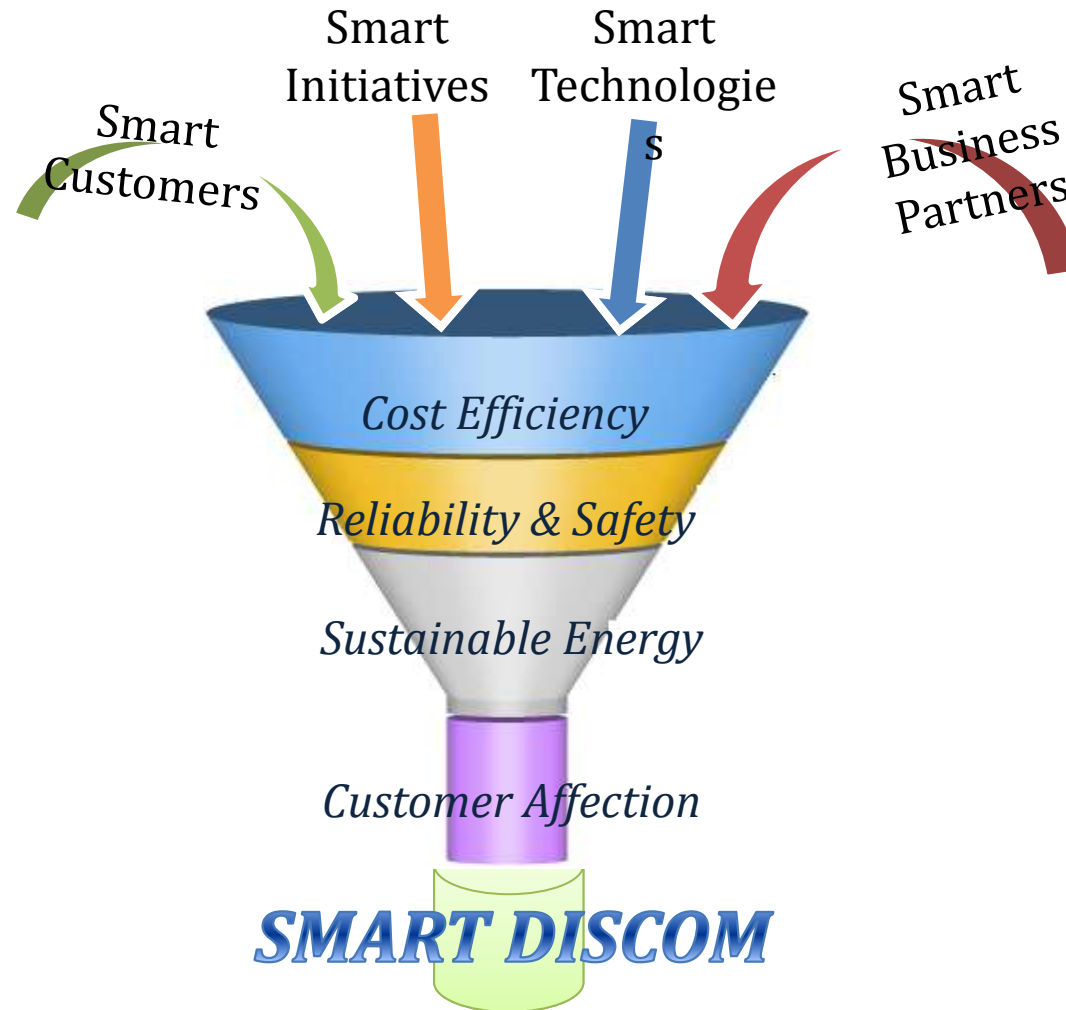
Information Technology



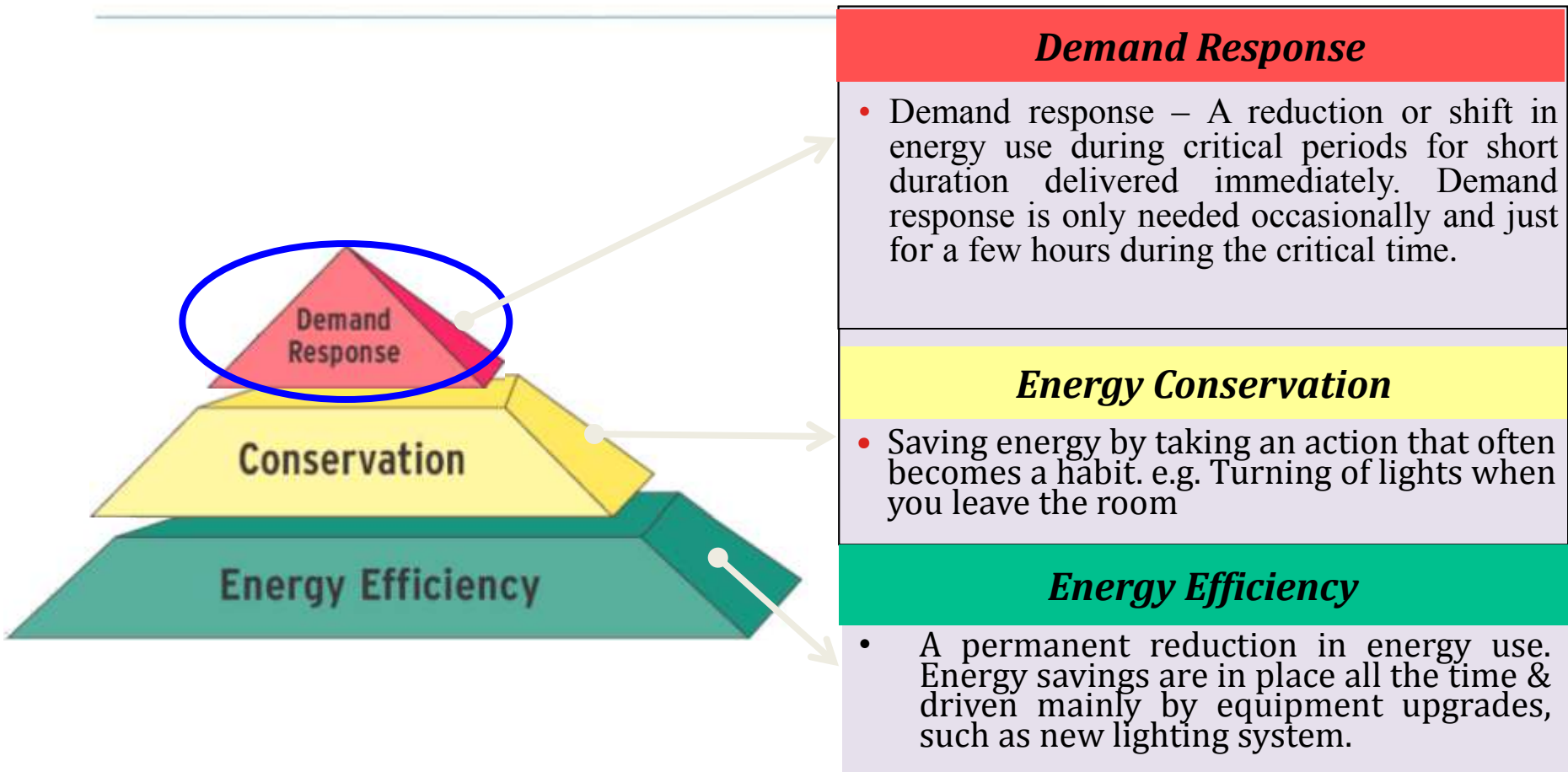
Utility Future @ Smart Grid



Benefits of Smart Grid



Need for Shift in Focus – Demand Side



Demand Response, Energy Conservation and Energy Efficiency provide an alternative to new generation, helping stabilize the grid, and can help avoid blackouts.

AMI based Auto Demand Response project

- First Utility initiated AMI based ADR program in the country
- Project approved by DERC
- Project Objectives:
 - To manage peak demand
 - To manage Grid Stress situations
- Project Components include :
 - Automated Demand Response infrastructure including DR server and site controllers
 - Smart Meters
 - RF Mesh based Communication
 - MDMS and its integration with other OT & IT systems like OMS, SAP, ADR.
- Collaborative partnership with selected vendors
- Project being undertaken to demonstrate:
 - technological capability
 - understand customer behavior
 - Case study for regulator to work on differential tariffs and financial incentives.
 - Processes required for scaling up



Recharge !!

Electric Vehicle Charging Stations at TPDDL



66KV Grid Sub-station Sector-3, Rohini, near TPDDL Shakti Deep Building

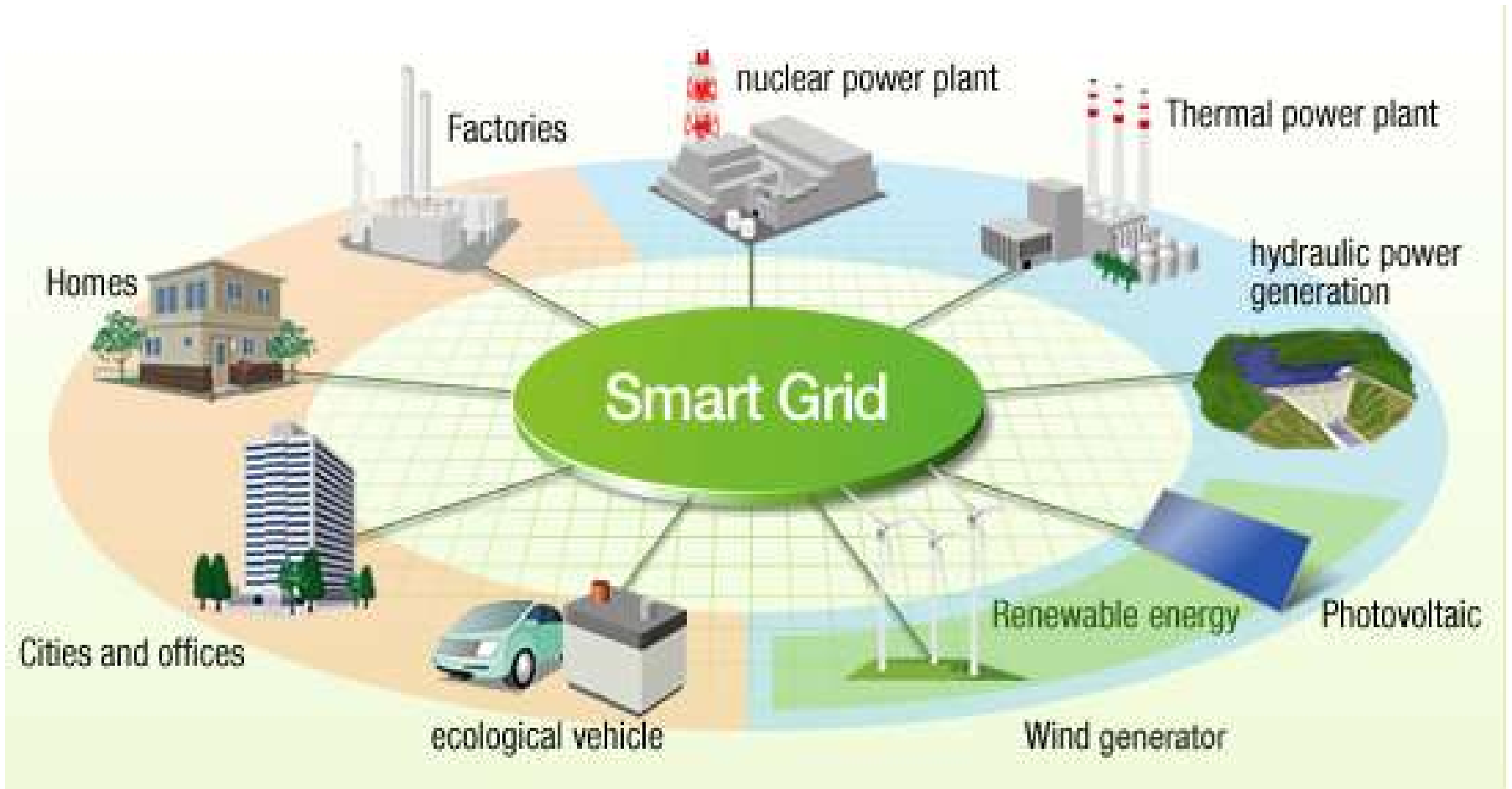
66KV Grid Sub-Station Pitampura-1, Outer Ring Road, Near Madhuban Chowk, Pitampura

33KV Grid Todapur (Pusa), Near Chidya Colony, Todapur

33 KV Grid Delhi University, Near Police Station

66KV Grid Sub-Station Sector-15, Rohini, Near Schdeva Public School

Vision towards Smart Utility



Thank You