TATA POWER DELHI DISTRIBUTION LIMITED

Powering Delhi.... NON-STOP
TATA POWER DELHI DISTRIBUTION LIMITED

“To be the most trusted and admired provider of reliable, competitive power and services, and be the company of choice for all stakeholders”

51:49 Joint Venture of The Tata Power Company Limited (Tata Power) and the Government of Delhi Formed on 1st July 2002 in DELHI
we believe in ........

Making A Difference

Parameter | Unit | Jul ‘02 | Dec’15 | % change
---|---|---|---|---
AT&C Losses | % | 53.1 | 9.31 | 82%
System Reliability – ASAI -Availability Index | % | 70 | 99.9 | 42%
Transformer Failure Rate | % | 11 | 0.76 | 93%
Peak Load | MW | 930 | 1704 | 83%
Length of Network | Ckt. Km | 6750 | 12313 | 82%
Street Light Functionality | % | 40 | 99.18 | 148%

Consumers | Million | 0.7 | 1.50 | 114%
Employees | Nos. | 5600 | 3530 | (37%)
A COMPANY BELONGING TO THE WORLD-RENOWNED TATA GROUP, IS INDIA’S LARGEST PRIVATE POWER UTILITY

8726 MW of power of which 7367 MW is from Thermal Power plant

Over 2 million consumers (Pan-India)

2340 KM of Transmission Network

16,106 KM of Distribution Network

The Company’s growth plans include steady capacity addition year-on-year, taking its current installed capacity to 26000MW by 2020.

Lighting Up…….. LIVES
TATA POWER – DDL : Turnaround Story Of Delhi Power Sector

Consistently Exceeding Targets

- Saved over USD 1.8 billion for the Government, Facilitated development of other infrastructure, lower taxes;
- Repaid USD 100 million load to the Government;
- Paid dividends to Government and Tata power for Four years (FY 2005-06 to FY 2008-09);
- Highest availability and reliability indices;
- 1:2 Bonus shares Issued in FY’09

AT & C Loss < 10%
One stop Solution : State-of-the-art Call Centers and consumer care centers
Remarkable improvement in system reliability : DT Losses <1%
Performance orientation through change management and Balanced scorecard approach

Performance...
Initial Challenges - 2002

- Regular Power Cuts, Black Outs & Brown Outs of 4-6 hours
- 20,000 applications pending for New Connections - even Attribute change (Name, Load etc.) requests were pending for years
- 1,00,000 Billing Complaints - 15% of the customer base complaints pending in files
- Erroneous Customer Database – 50% of customers had some form of an error
- Absence of Customer Relationship approaches – virtually no emphasis on customer comfort
- No Digitization - Limited Computerization / Absence of CRM for tracking and monitoring of Customer Complaints

- AT&C/Theft losses range between 53% to 60% of Input
- Govt. Subsidies approx. USD 240 Mn. per annum to bridge Revenue Gap
- Condition of Network pathetic
- Billing Receivables close to 1 year outstanding

Nothing moved unless long hours were spent standing in queues
Perceptible Change

Then

Manual Communication during Outages

Longer Power Cuts
Sixty Seven (67) 66/11 KV & 33/11 KV Unmanned Automated Grid Substations catering to TPDDL Peak Demand of 1700 MW
Perceptible Change

Then

Manual Processes
Pending New Connections
Erroneous Bills

Tedious Processes with complex documentation and accounting
Stakeholders & their Expectations

Now

Integrated Web Services for Desktops & Handheld Devices

Instant Service at Doorstep
Stakeholders & their Expectations

Then

- Long Queues
- Unhappy Customers
- Frequent Manhandling
Now

Details of the customer & Customer Count

Information of an Outage

SCADA

Now

Details like repair history, Crew comments, ETR also visible at SAP-CRM

SAP - CRM

Interactive Voice Response (IVR) system

Outage status updated on TPDDL website with estimated time of restoration

Integrated GIS-OMS-SCADA-CRM
TATA POWER – DDL : Technical Expertise

Our Leverage....

Information Technology (IT)
Operation Technology (OT)
Supervisory Control and Data Acquisition (SCADA)
Outage Management System (OMS)
Demand Side Management (DSM)
Geographic Information System (GIS)
Automatic Meter Reading (AMR)
SAP’s Industry Specific Solution for Utilities Industry (SAP-ISU)
24*7*365 Centralized Call Center
Automated Demand Response (ADR)
Solar Rooftop PV Projects
Project Management Consultancy
Capacity Building
<table>
<thead>
<tr>
<th>State</th>
<th>No. of Contracts</th>
<th>Project Value</th>
<th>Period of Engagement</th>
<th>Client</th>
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<tr>
<td>GOA</td>
<td>2</td>
<td>USD 6,707,692</td>
<td>36 months</td>
<td>GOA Electricity Board (Part A, Part B)</td>
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<tr>
<td>CHHATTISGARH</td>
<td>1</td>
<td>USD 1,615,000</td>
<td>24 months</td>
<td>CSPDCL</td>
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<td>KARNATAKA</td>
<td>5</td>
<td>USD 2,740,000</td>
<td>24 months</td>
<td>HESCOM, GESCOM, CESCOM, MESCOM, BESCOM</td>
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<tr>
<td>MADHYA PRADESH</td>
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<td>USD 933,334</td>
<td>33 months</td>
<td>MPMKVVCL</td>
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<td>WEST BENGAL</td>
<td>1</td>
<td>USD 5,166,667</td>
<td>33 months</td>
<td>WBSEDCL</td>
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<tr>
<td>UTTAR PRADESH</td>
<td>2</td>
<td>USD 4,289,571</td>
<td>36 months, 18 months</td>
<td>PVVNL, MVVNL - DVVNL</td>
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<tr>
<td>HARYANA</td>
<td>2</td>
<td>USD 3,209,734</td>
<td>18 months, 33 months</td>
<td>UHBVN, DHBVN</td>
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<tr>
<td>Project Name</td>
<td>Client Name</td>
<td>Location</td>
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<td>IT Consultancy for Part A of R-APDRP</td>
<td>CED</td>
<td>Chandigarh, India</td>
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<td>Induction Training &amp; Capacity Building</td>
<td>PSPCL</td>
<td>Punjab, India</td>
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<td>SCADA / DMS Consultant</td>
<td>SEBs</td>
<td>Uttar Pradesh, India</td>
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<td>Madhya Pradesh, India</td>
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<td>Consultancy for DSM &amp; Renewal Energy through Open Access</td>
<td>ICF International</td>
<td>New Delhi, India</td>
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<td>SCADA / DMS Consultant</td>
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<td>Punjab, India</td>
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<td>Capacity Building &amp; Business Process Re-engineering</td>
<td>ASEB</td>
<td>Assam, India</td>
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<td>Reduction of Distribution Losses</td>
<td>ERA</td>
<td>Kampala, Uganda</td>
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<td>Capacity Building Programme</td>
<td>JSEB</td>
<td>Jharkhand, India</td>
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<td>Transaction Advisory Services</td>
<td>VIGEO Consortium</td>
<td>Benin, Nigeria</td>
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<td>Training on Best Distribution Practices</td>
<td>BPC</td>
<td>Thimpu, Bhutan</td>
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<td>Capacity Building &amp; Training for Engineers</td>
<td>Chhattisgarh</td>
<td>Chhattisgarh, India</td>
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<td>Technical &amp; Management Strategy Service Provider</td>
<td>WPGL / TPIPL</td>
<td>Lagos, Nigeria</td>
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<td>Technical &amp; Management Strategy Service Provider</td>
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<td>Benin, Nigeria</td>
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<td>Project Management &amp; Consultancy for R-APDRP Part-B</td>
<td>SEBs</td>
<td>Uttar Pradesh, India</td>
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<td>Preparation of DPR for System Improvement under NEF</td>
<td>DHBVN, UHBVN</td>
<td>Haryana, India</td>
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<td>Consultancy for Distribution and Retail Supply Business</td>
<td>DHBVN</td>
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<td>Meter Reading, Billing and Data Analysis</td>
<td>PVVNL</td>
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<td>Consultancy for DPR Preparation for Solar Rooftop Plant</td>
<td>DCRUSTM</td>
<td>Haryana, India</td>
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<td>Development of Call Centre and Consumer Care Centre</td>
<td>PVVNL</td>
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<td>Restructuring of the transmission &amp; distribution function</td>
<td>CEB</td>
<td>Curepipe, Mauritius</td>
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<td>Corporate Restructuring of Nigeria Electricity Power Authority</td>
<td>NEPA</td>
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<td>Review of RFP for SAP implementation</td>
<td>Gujarat Gas</td>
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<td>Consultancy Services for Loss Reduction subcomponent</td>
<td>PEC</td>
<td>Sanaa, Yemen</td>
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<td>IT Consultancy for Part A of R-APDRP</td>
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<td>Implementation of GIS</td>
<td>Tata Power</td>
<td>Mumbai, India</td>
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<td>Advisory Services for Business Process Reengineering</td>
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<td>PMC Services for Puri Nabakalebar Project</td>
<td>OPTCL</td>
<td>Odisha, India</td>
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<td>RE Capacity Building</td>
<td>RREC</td>
<td>Rajasthan, India</td>
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<td>Training of delegates on Power distribution</td>
<td>DABS</td>
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<td>Training of delegates from Central Asia on power distribution</td>
<td>World Bank</td>
<td>Delhi, India</td>
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<td>Functional Advisory on Commercial &amp; Operation Processes</td>
<td>DVVVNL</td>
<td>Uttar Pradesh, India</td>
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TATA POWER – DDL : International Footprint

**NIGERIA**
- Project Value: USD 140,890
- Period of Engagement: 6 months, 8 months
- Client: VIPL Global Services, NEPA

**UGANDA**
- Project Value: USD 18,000
- Period of Engagement: 12 months
- Client: Electricity Regulatory Authority

**YEMEN**
- Project Value: USD 87,608
- Period of Engagement: 6 months
- Client: PEC

**MAURITIUS**
- Project Value: USD 17,780
- Period of Engagement: 12 months
- Client: Central Electricity Board

**AFGHANISTAN**
- Project Value: USD 38,500
- Period of Engagement: 11 days
- Client: DABS

**WORLD BANK – CENTRAL ASIA**
- Project Value: USD 13,854
- Period of Engagement: 5 days
- Client: Delegates from Central Asia

**BANGLADESH**

**CENTRAL ASIA**

Upcoming opportunity

Executed Projects
TATA POWER – DDL : CSR

Joy of Giving...

223 JJ Clusters across North and North-West Delhi
TATA POWER – DDL : Rewards & Recognitions

A few of the many...
THINK US FOR – BUSINESS PROPOSITION

1. TECHNOLOGY ADOPTION
   - State-of-the-Technology Implementation in Power Distribution
   - Seamless Integration of Various Technologies

2. CREATING BUSINESS VALUES
   - Managing Power Distribution services
   - Transaction Advisory Services
   - Consultancy services on Loss Reduction / Process Re-engineering / Functional Consultancy
   - Project Management & Managing Capital Investment

3. CAPITALIZING BUSINESS IDEAS
   - Setting up Green Field Distribution Project
   - Distribution Privatization & other business transformation model
   - Managing electrical infrastructure in SEZ / Townships

4. PREPARING FOR FUTURE
   - Capacity Building Service
   - Preparation of Business Plan
   - Technology Roadmap Preparation for Information & Operation Technology
Let’s *make a difference*

Smart Green Life

For further information, if any

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