

A1. Actual Performance Review

A1. 1. Operational Review

A snap shot of the Operation Review of the Petitioner is given below:

A) Technical Improvements

i) Peak Demand

Table 1: Unrestricted Peak Demand (MW) From FY 17-18 to FY 21-22

S No.	Particular	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
1	Unrestricted Peak Demand	1852	1967	2069	1854	2106

ii) Transformer failure

Table 2: Transformer failure rate w.r.t to installed capacity

S No.	Particular	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
1	Transformer failure rate	0.71%	1.09%	0.71%	1.02%	1.64%

iii) Augmentation / Maintenance of Network

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

Table 3: Augmentation & Maintenance details from FY 17-18 to FY 21-22

S.No.	Particular	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
1	No. of Power Transformer	201	203*	205	212	215
2	EHV Capacity (MVA)	4,545	4,729	4,747	4,916	5,087
3	Number of Distribution Transformer	29,906	30,502	30,775	31,171	30,926
4	DT(MVA)	5,369	5,507	5,682	5,829	6,369

*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 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
1	April	0.197	0.164	0.252	0.140	0.148
2	May	0.263	0.149	0.233	0.251	0.185
3	June	0.289	0.176	0.330	0.167	0.264
4	July	0.220	0.193	0.239	0.149	0.179
5	August	0.241	0.189	0.253	0.206	0.194
6	September	0.188	0.168	0.196	0.131	0.123
7	October	0.131	0.087	0.164	0.115	0.128
8	November	0.121	0.084	0.097	0.105	0.079
9	December	0.155	0.084	0.119	0.134	0.112
10	January	0.140	0.127	0.127	0.146	0.126
11	February	0.122	0.101	0.097	0.131	0.105
12	March	0.157	0.104	0.159	0.162	0.111
	For the year	2.224	1.626	2.267	1.837	1.754

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 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
1	April	0.185	0.190	0.219	0.073	0.089
2	May	0.210	0.128	0.158	0.172	0.089
3	June	0.298	0.183	0.235	0.107	0.163
4	July	0.191	0.205	0.166	0.070	0.088
5	August	0.207	0.188	0.193	0.105	0.103
6	September	0.181	0.175	0.133	0.071	0.059
7	October	0.131	0.077	0.137	0.062	0.078
8	November	0.107	0.075	0.067	0.066	0.036
9	December	0.170	0.088	0.072	0.084	0.074
10	January	0.162	0.152	0.083	0.082	0.075
11	February	0.103	0.148	0.064	0.072	0.059
12	March	0.155	0.089	0.111	0.090	0.064
	For the year	2.100	1.698	1.638	1.054	0.977

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 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22
1	April	0.005	0.002	0.003	0.003	0.002
2	May	0.005	0.001	0.010	0.001	0.002
3	June	0.003	0.002	0.006	0.001	0.003
4	July	0.005	0.002	0.002	0.004	0.009
5	August	0.004	-	0.004	0.002	0.004
6	September	0.001	0.004	0.002	0.001	0.002
7	October	0.001	-	0.007	0.005	0.003
8	November	0.001	-	-	0.004	-
9	December	-	0.003	-	0.001	0.002
10	January	0.005	0.001	0.001	0.006	0.004
11	February	-	-	-	-	0.002
12	March	0.012	0.001	0.008	0.001	0.001
	For the year	0.041	0.018	0.043	0.029	0.035

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

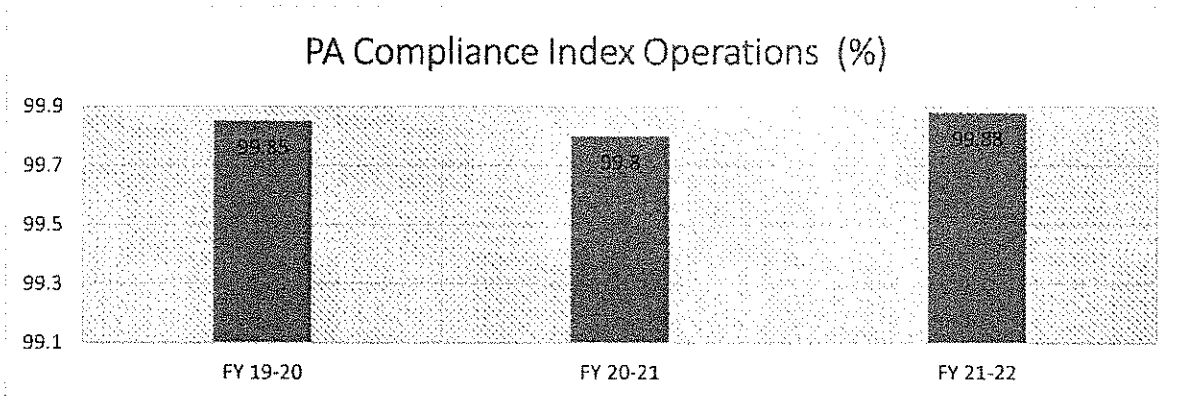
S No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended		Performance achieved (%) (C) (FY 21-22)
				Within Specified Time	Beyond specified time	
1	Power Supply Failure					
(i)	Continuous power failure affecting individual consumer and group of consumer 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	291,698	291,584	114	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		92,743	92,450	293	99.68
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		623	620	3	99.52
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		152,855	152,675	180	99.88
(v)	Continuous scheduled power outages		6,956	6,853	103	98.52
(vi)	Replacement of burnt meter or stolen meter		4263	4261	2	99.95
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	7,124	7,118	5	99.92
	Restoration of supply by 6:00 PM		7,124	7,097	27	99.62
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	195,264	195,131	133	99.93
Reliability Indices						
	SAIFI	To be laid down by the	1.754			

S. No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended		Performance achieved (%) (C) (FY 21-22)
				Within Specified Time	Beyond specified time	
4	SAIDI	Commission based on the targets proposed by the Licensees		0.977		
	CAIDI			0.557		
5	Frequency variation	To maintain supply frequency within range as per IEGC	-	-	-	-
6	Voltage imbalance	Maximum of 3% at point of commencement of supply	-	-	-	-
7	Percentage billing mistakes*#	Shall not exceeding 0.2%	14,589	14,604	12	0.04

*There is gap between total cases received and corresponding complaints attended during the year due to carry forward of unattended cases to next year.

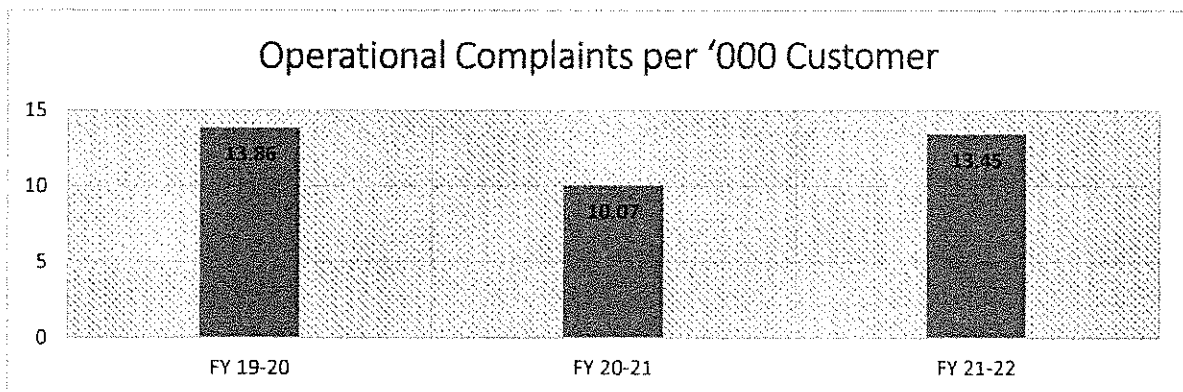
#There are opening cases being attended during the year. Similarly cases exist being received/ reported during the year but carried forward to next year.

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



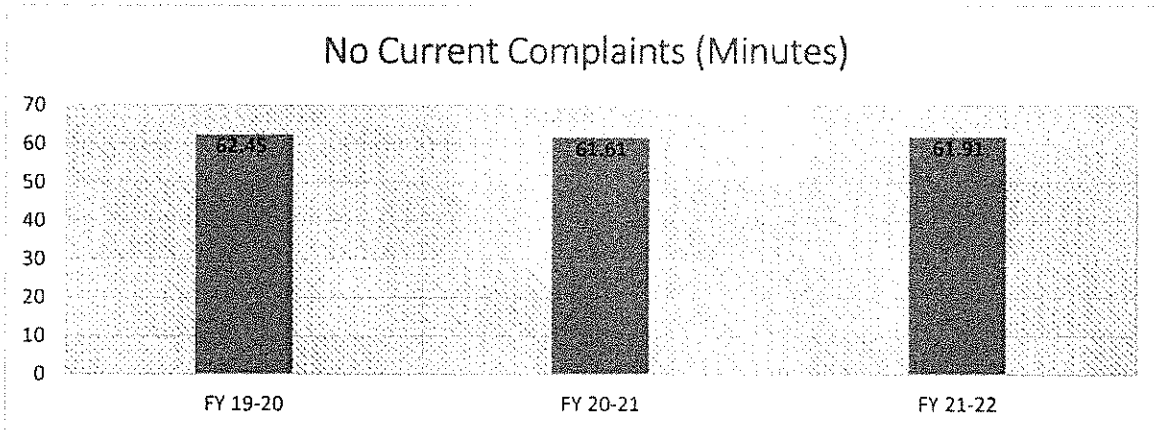
Operational Complaints per '000 Customer represents the average technical complaints (related to power supply) received per month for every 1000 customers.

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

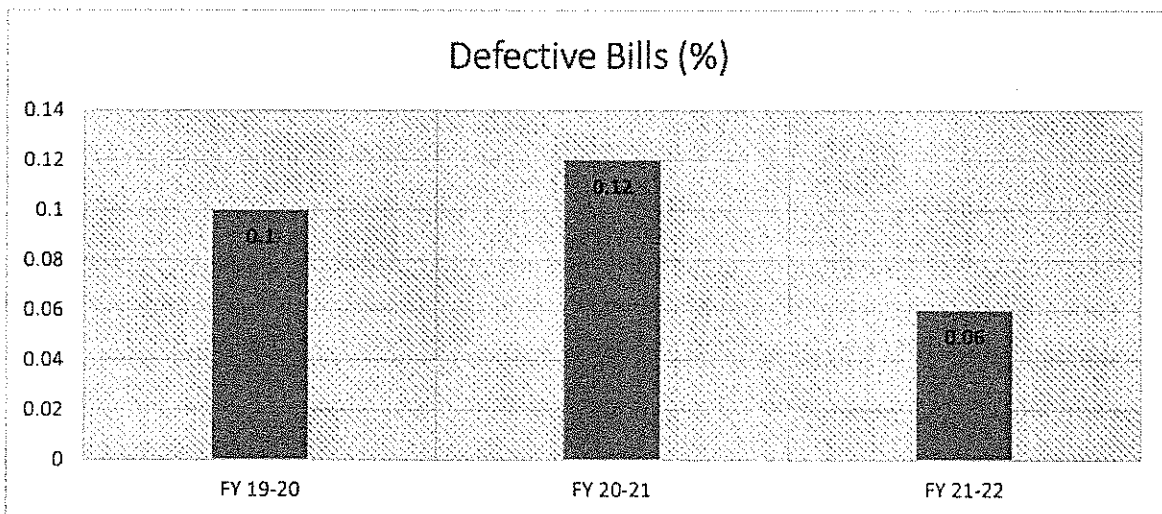


No Current Complaint MTTR (Mean Time to Repair) reflects the average time taken for restoration of power supply.

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

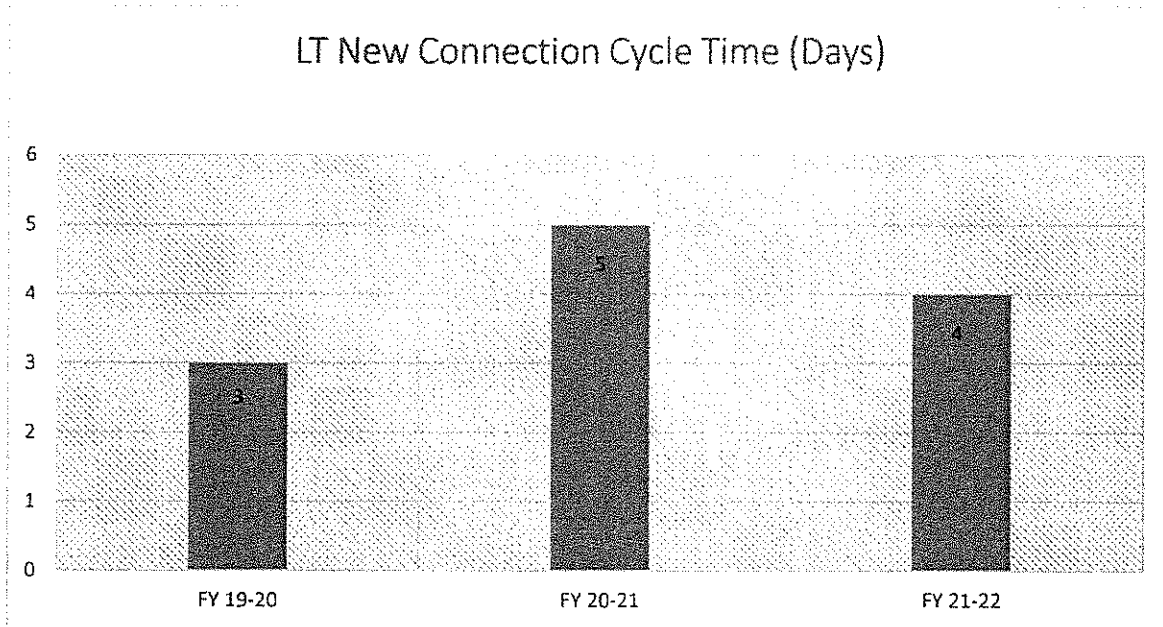


Defective Bills With stringent Reading Quality and Billing Check available in the Reading & Billing process, it is ensured that the Bills being sent to customers are error free. The error is also on account of manual reading process and the same shall get addressed with installation of Smart Meters.



LT New Connection Cycle Time (Days)

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



Customer Satisfaction relative to Comparators

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

CARE FOR OUR COMMUNITY/COMMUNITY RELATIONS

CORPORATE SOCIAL POSSIBILITY

Overview

The philosophy of Corporate Social Responsibility as practiced by Tata Group is a legacy of its founders. At Tata Power-DDL, rich heritage and the unmatched legacy of Tata Group for holistic development of underprivileged communities, societies & nation becomes the guiding force for adoption of community development initiatives. The community outreach programs, working on the lines of triple bottom line approach, aim to serve key communities in a systematic & planned way. The initiatives undertaken by the Social Impact Group at Tata Power DDL are categorized into heads (4E wise) namely: Education, Employability, Entrepreneurship and Environment.

For Tata Power DDL, improving the living conditions of the downtrodden, empowering the economically weaker and emancipating the socially underprivileged sections of society are the very foundation of its success. One of the unique selling points of the CSR initiatives at TATA Power DDL is the strong culture of employee volunteerism and participation in its initiatives and programs. The synergy between top level management, employees and volunteers make for a holistic team focused on the development of society and the community it serves. Societal Value Creation is an integral part of Tata Power-DDL 2.1 Lakshya 2023 which focusses on empowering 1 million slum consumers in licensed area.

Geographical Spread

The target communities cover all the inhabitants residing in 220+ JJ clusters and resettlement colonies, unauthorized colonies and villages falling under Tata Power-DDL's area of operation (North and North West Delhi) and other business development locations. These are inhabited by 2, 00,000 households/Jhuggi Jhopris which form the key community. These clusters are scattered and have minimal civic amenities. Majority of the residents are migrants who drifted from their native place to Delhi in search of better living and employment opportunities. The individuals residing in these clusters face basic problems of employment, health, hygiene, education and infrastructure. The analysis of poverty levels of these areas reveal that majority of the population is from the Below Poverty Line (BPL) category, which reflect the deprivation and vulnerability of these people. A demographic profiling & Socio Economic survey showed

that these residents are illiterate and do not have access to potable water, health facilities and skill development training which act as a barrier in their path of development. These clusters also have a very high representation of SC/ST communities that further emphasizes on the need for inducing various developmental initiatives for underserved communities.

A) UNNATI

Women Literacy Centre

A large section of the female populace residing in JJ clusters of North and North-West Delhi are illiterate and never had the opportunity to enroll themselves in schools and colleges. Tata Power-DDL identified this concern as one of the intervention areas and started the Women Literacy Program in 2006-07. Under this program, an educated woman from the community is identified as an instructor and her house serves as the classroom. The classroom is equipped with a computer having a built-in speech-based learning software provided by Tata Consultancy Services (TCS), a Hindi newspaper, small library facility, a blackboard, display charts and stationary items to support the instructor.

Along with imparting Functional literacy, the beneficiaries are also given awareness sessions on health issues, sanitation and safety. The timeline of the module is six months and the duration of classes is 1.5 to 2 hours each day, six days a week. This way each Centre imparts functional literacy to 60 women in a year. The program has seen great success over the years. They can now read, write, travel on their own, make their own signatures instead of a thumbprint, operate their bank account and can even help their children in studies. This program also empowers these women financially as many choose to become instructors after completing the functional literacy course. Exams are conducted to measure the competency and efficiency of the WLC beneficiaries after which a certificate is provided to each beneficiary in which their grades are declared. Therefore, it creates a sense of achievement and satisfaction to beneficiaries within their community. The program with an initial strength of only 2 WLCs has grown to 350 WLCs today and in FY 21-22, 22843 beneficiaries were targeted.

ABHA

Many beneficiaries of WLCs post completion of the functional literacy course are recruited as ABHA (brand ambassadors) in their respective communities wherein they promote and sensitize communities about various CSR programs like vocational training, free health services through mobile dispensaries, scholarship program, etc. ABHAs assist the community in availing benefits of Tata Power-DDL's CSR initiatives and work as first consumer-contact points. Currently 841 women are designated as ABHAs and are working dedicatedly in the community. Monthly sessions are organized for regular monitoring and capacity building of associated ABHAs. ABHA Program has benefitted 3412 community women till FY 2021-2022.

Entrepreneurship Development Program

The Entrepreneurship Development Program (EDP) was started in 2015, to provide avenues of financial autonomy to our female beneficiaries. The objective of the program was to develop a community platform for women by forming their Self-Help Groups (SHGs), link them to financial institutions like banks and explore different livelihood opportunities for them based on their skills and interests. Till FY 22, more than 200 SHGs have been trained in various trades like face mask preparation, Hand sanitizers packaging, Jute- based products, sanitary napkins packaging, Macramé work, home décor items, chocolate making, soft toys making, bangle making, etc.

Through these small ventures, women have started earning in the range of Rs. 5000 to Rs. 8000/- per month. At the expansion stage, these women are also being given knowledge and skills regarding marketing strategies. In order to promote their products on the external platform, various exhibition-cum-sale units have been organized by SHG Women and as a result, a lot of orders for various SHG products were received from different corporates. The products were also highly appreciated for their make and quality at these events. Recently, the groups have also started receiving orders from big organizations like Vistara Airlines, Parishodna, TAJ Hotels, TCS, etc. Many of the women entrepreneurs have improved their lives through this program and have also developed confidence in themselves to prosper in life. This will not only provide them with opportunities to earn but will also help them to improve their quality of life.

Vocational Training Centre

Vocational Training Centre (VTCs) were set up to provide livelihood opportunities to unemployed youth & school drop-outs enabling them to become employable and earn a living. Tata Power-DDL runs 20 such Centres and 1 special Centre for differently abled known as Shad Training Centre. All these VTCs are located in proximity to the communities to ensure ease of access to the beneficiaries especially women. Training in various vocations like computers, electrician, stitching, tailoring, beautician, retail chain, office assistant, hospitality management etc. is given at these Centres. These courses are selected as per need assessment surveys carried out by our NGO partners. All the vocations provide high placement prospects to the beneficiaries and also enable them to start their own ventures. 6626 youth pursued various courses at our VT Centre in the last Financial Year (2021-2022).

Tutorial Classes

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

B) UJJWAL

Education: ROSHNI- Soft Skill Training for Girls

Often girls from underserved communities, lack the opportunity and guidance required during their formative years, due to various cultural and social barriers. In order to bridge this gap, a soft skills training program was specifically designed for adolescent girls, The Roshni

Foundation & Academic support program focus extensively on Life Skills Training, ability to interact with people, demonstrate pleasing demeanour, ability to put forward own opinion before others, ability to give speech in public, oriented towards goal and basic written English skills, spoken English, Grammatical errors, Exam preparation tips, Time management awareness of college admission process imparted by professional Trainers. With the impact of the program and based on the self-evaluation, more than 70% have reported higher confidence and a significant number of Roshni beneficiaries are now pursuing higher education from University of Delhi Colleges, Diploma of Air Hostess from Franklin Institute. 5212 students from 17 Govt. schools benefitted from the skill development program.

Education: Meri Paatshala

Tata Power-DDL "Meri Pathshala" program started in FY 2019-20 with the objective to bring every underprivileged out-of-school child into formal schooling. Under the program, Tata Power-DDL supports Delhi government by providing quality education to out-of-school children of 10 STCs (Special Training Centre) every year for 5 years in terms of Digital Class Rooms, Education & Stationery kits, school uniforms & shoes, indoor and outdoor sports items, graffiti works in the (STC) class rooms and conducting motivational sessions, ice breaking & educational games, fun and outdoor activities etc. by Professional SIG team and other volunteers from different departments. This program benefitted 640 students of 20 STCs in FY 21-22.

BPS Level Employability Training

Tata Power- DDL in association with Tata Consultancy Services (TCS) organizes BPS-level Employability Training along with facilitation for employment to the graduate beneficiaries of underprivileged communities. In FY 21-22, 44 beneficiaries were covered as part of the TCS Employability Training.

Employability: Scholarship for the students pursuing professional courses

Under the ambit of Employability, Tata Power-DDL started distributing scholarship to students pursuing various professional courses. The SC/ST students are selected on means-cum-need basis after accepting recommendations from the Principals of the respective Government Institutions and are nominated by the Principals of respective Institutions in our operational

area. They are provided financial assistance to meet their annual tuition fee and lab charges etc. Tata Power-DDL also offers Internship / Industrial training to these students to meet their subject curriculum which gives them some practical exposure in various departments of the company and increases their chances of employability after completion of their respective degree course. Over 7000 students pursuing technical & professional courses like ITI, Diploma, Engineering, Graduation & post-graduation courses from reputed Technical Institutions and university colleges have been supported since 2007. 737 students of AA community were awarded scholarships in the FY 21-22.

Employability: Mentor Mentee Program for ITI Students

The 4th Phase of Mentor-Mentee program for the ITI students under the Tata Affirmative Action Program has been successfully carried out in the year 2021-22, wherein students from ITI's pursuing different trades were mentored by 51 employees (mentors) of Tata Power-DDL throughout their academic session. 163 students (mentees) from 4 ITI's (ITI Jahangirpuri, ITI Dheerpur & ITI Mangolpuri & ITI Narela) were benefitted through the Mentor-Mentee program in FY 21- 22.

Entrepreneurship: Support to AA Vendors

Tata Power-DDL shares its expectations with the identified/potential AA vendors for providing goods & services and does necessary handholding/development to groom them. One dedicated resource from Contracts department looks after acquisition and development of AA vendor and also works as single point of contact for AA entrepreneurs/vendors. As a result, the range of products and services being procured from certain vendors are on the rise and number of vendor's touch base and business volume base have increased over the years. 13 AA vendors were associated with Tata Power DDL in the year 21-22.

Employment: Recruitment at Tata Power DDL

For campus interviews, such as Colleges/ Institutes/ Universities are chosen where AA community population is on the higher side. Further, relaxation in eligibility criteria is also given to AA candidates at the time of Recruitment and Pre-placement hands- on-training is also given to Polytechnic candidates. In FY 21-22, many AA beneficiaries have been given the opportunity to associate themselves with Tata Power-DDL and some of Affirmative Action (AA) program

beneficiaries have been enrolled on the payrolls of Tata Power-DDL after successfully clearing the aptitude tests and interview. They have joined the organization for different work profiles.

C) SANJEEVANI

Mobile Dispensary

Lack of sanitation and unhygienic living conditions of the residents of JJ Clusters have always been resulting in poor health indices. This adds to their already fragile age and inability to travel alone to hospitals/clinics. To overcome the challenges, Tata Power-DDL under its SIG-Sanjeevani program, has been running 4 Mobile Dispensaries for the benefit of the inhabitants residing in 220+ JJ Clusters, resettlement, unauthorized colonies and villages at their doorsteps by providing basic healthcare facilities, where there are no permanent health facilities / Mohalla clinics available nearby. The services include free consultation, medication and sensitization on various topics related to health and hygiene. The activities of Mobile Health Dispensaries covered two times a week and there are diversions to cover the aforesaid activities due to its wider approach and flexibility in terms of spatial area and population.

More than one Lakh people have been benefitted in the FY 2021-22 through the initiative. Apart from, focused sessions were taken up at JJ Clusters and Vocational Training-cum-Tutorial Centres, where awareness sessions on lifestyle diseases, sanitation, general cleanliness and personal hygiene were conducted by the Mobile Dispensary Doctors & Para medical team.

PURE: Purified RO Water at Economical Price (ATW Machine)/ Ultra Filtration Plant

Depleting water quality in the water sources including wells due to various factors including contamination due to industrial waste without proper treatment was a growing concern which predominantly affect the slum areas of Delhi, particularly JJ Clusters. While Delhi Jal Board was working to address the issue, it was also necessary to have multi- stakeholder engagement to collectively work in this direction. In order to address the challenges faced by JJ Cluster which were its neighbourhood community as well as low-end customers Tata Power-DDL has installed 97 Industrial RO Plants in the JJ clusters (slums), resettlement colonies, Government Educational Institutions and Delhi Metro stations for the benefit of the inhabitants, students and metro commuters. Also, 16 SHG Women are engaged for the day-to-day operations of the

RO Plants installed in the JJ clusters & Delhi Metro stations at 16 locations. The RO Plants having water purifying capacity of 500 LPH (Liter per Hour) directly benefitted 3.75 Lakh people every day. The initiative also provides two-pronged solutions. Firstly, it address the drinking water issue for the communities (slum dwellers from disadvantaged sections of society). Secondly, it provides a sustainable livelihood option for the Women Self Help group Members engaged for the day-to-day operations of the RO sites in JJ Clusters & Metro stations, earning their additional household income from each RO Unit.

Blood Donation Camp

Tata Power-DDL in association with Red Cross Society organizes blood donation camps wherein employees, family members and consumers contribute towards saving lives in distress. Being a corporate donor, Tata Power-DDL employee can avail facilities from Red Cross's blood bank through a doctor's prescription. Tata Power- DDL has received many awards by the Indian Red Cross society for its contributions.

Project Arogya

Our Health services so far has been providing basic healthcare facilities, include free consultation, medication and sensitization on various topics related to health and hygiene. It has been recognized by World Bank / UN / Government of India that preventive health care is more important in making the community healthy. Nutrition is one of the critical areas to eradicate morbidity, anaemia, mortality and stunting among the children of 0-5 years and pregnant women. Keeping the above aspect in thought, Social Impact Group started working towards preventive health care initiative among the community and launched the Arogya Project in Oct 2019 at one of our JJ Clusters Udham Singh Park, Wazirpur Industrial Area in association with the NGO Eduequest and support of the Abhas of the area. The objective of the project was to create awareness and facilitating desired services to bring every child and pregnant women out of the prevalence of Malnutrition.

Modality of the Program

The Arogya camps are organized once in a week by the doctor and para medical team of mobile dispensary, where the mothers and pregnant women are educated on food for them, children and babies through videos, charts and how to make healthy food with different type of recipes. They are also educated on the importance of food distributed from Aanganwadi. Most of the children are now attending the Aanganwadi for meal. The Abhas engaged in the project are also taking the children to the Aanganwadi. Apart from this, check-up on Blood Pressure, Blood sugar, measurement of weight and height, distribution of Vitamin D & Iron tablets to the children and pregnant women and taking regular follow up of the children and the women are done through the Abhas.

D) Club Enerji

In the present scenario, electricity demand is rising all over the world, more so in developing countries. To bridge the gap of demand and supply of power, it is imperative to ensure judicious usage of electricity consumption at domestic and commercial level. Considering the limited quantum of fossil fuels available, 'Electricity Saved is Electricity Generated' becomes the mantra for sustaining the growth and development. The need of hour is conservation and judicious use of electricity. To make a difference to the rampant power crises and the general lack of concern and awareness, years back a lamp was lit, to spread the light of awareness on Energy Conservation.

Club Enerji, is a unique initiative of Tata Power-DDL and is based on the maxim of 'Collaborating to Conserve'. Tata Power- DDL Club Enerji was formed in October 2004. It is a mass sensitization program to bring in attitudinal & behavioural changes among the residents of our distribution area. Every year, schools are selected for organizing sensitization sessions on the basis their willingness and commitment to support Tata Power-DDL's drive. The students of Club Enerji member schools have been sensitized through online and offline modes through-out the year 2021, on the topic of Energy Conservation, Air Pollution, Renewable Energy, Safety, Ethics, Health and Hygiene, through various sessions conducted by Team SIG and DMs/ZMs of Tata Power-DDL.

Under Club Enerji Phase-XIV **59,416 students** have been sensitized. Adhering covid-19 guidelines and limitations of the same the concept of decentralized Mini Urja Mela has been introduced in this FY where schools of same district have been called at a centre place to compete in various theme based competitions like Drawing Competition, Essay (Hindi & English) and Calligraphy (Hindi & English). However, due to new COVID-19 omicron variant we have completed left over districts through online mode. After the successful completion of all the Mini Urja Mela, Mega URJA MELA was organized on 23rd Feb, 2022 at CENPEID, Tata Power-DDL Learning Centre where winners of Mini Urja Mela have been invited to compete at state level. The theme of this year's URJA MELA was linked with **Energy Conservation Day 2021 i.e. making people aware of global warming and climate change and promote efforts towards saving energy resources.**

E) Harit Ek Pahal

Taking inspiration from the quote of Warren Buffet "Someone's sitting in the shade today because someone planted a tree long time ago" Tata Power-DDL initiated mega plantation drives called "Harit Ek Pahal". We planted around 30,000 saplings, in the year 2021-22. These saplings were planted at various schools, RWA's, Parks, employee residential areas and various office locations of Tata Power-DDL. The saplings planted were procured from private nurseries as well as the Forest Department. To achieve self-reliance, Tata Power-DDL is in the process of developing its own nurseries with a wide variety of saplings.

F) EMPLOYEE VOLUNTEERING

Tata Volunteering Week's 16th Edition was organized from 5th September to 7th October 2021. The theme for this year's edition was '**The Power to Change the World is in your Hand**'. The month long event displayed the power of collective action and how it can create ripples of change in the society. The 17th Edition of Tata Volunteering Week was held from 3rd March to 31st March 2022. The theme for TVW 17 was '**Be a Super Spreader of Smile**'. A total of 140 activities have been recorded. In FY 21-22, Tata Volunteering Week-16 and 17 were successfully conducted through collective efforts of all Tata Power-DDL employees, SLT members and our Business Associate employees. The year also witnessed active participation

of employees at different Business Development locations who came up with unique activities, various theme based sessions, Cleanliness drives, distribution of kits etc.

G) AWARDS AND RECOGNITION








In FY 21-22, various awards & recognitions have been bestowed on Tata Power-DDL in the field of CSR.

- 1) Tata Power DDL bagged the Highest Participation Rate Award in Medium Category for clocking a total of 43045 hours during Tata Volunteering Week 16.
- 2) Tata Power-DDL won two prominent awards-
 - Platinum Award under the 'Best Country Award for Overall CSR Performance' category and
 - Silver Award for 'Best Community Programme' categories at the prestigious 13th Global CSR Awards.
- 3) Tata Power DDL Won ICC – Social Impact award for Promoting Gender Equality and Women Empowerment.

AWARDS AND RECOGNITIONS

Various awards and recognitions have been bestowed on the Company and its executives during the FY 21-22. Some of the awards and recognitions received by the company are as follows:-

	<p>Tata Power Wins the JRD QV Award!</p>
	<p>Top 25 innovative companies award at CII Industrial Innovation Awards 2021 "Energy Efficient Unit" Award during the 22nd National Award Ceremony for Excellence in Energy Management 3R Awards 2021 (service-sub category: waste to worth)</p>
	<p>Highest Participation Rate Award in Tata Volunteering Week (TVW) 16</p>
	<p>CERT-In empanelment as an Information Security Auditing Organization</p>
	<p>Smart Grid Lab recognized as 'In-House R&D Unit' by Department of Scientific & Industrial Research (DSIR), Ministry of Science & Technology, Government of India</p>
	<p>'Best Electronics Security Company- Integrator' Award</p>
	<p>Global CSR Awards: Platinum Award under the 'Best Country Award for Overall CSR Performance' category Silver Award for 'Best Community Programme' category</p>
	<p>'Battery Storage Project of the Year' Award</p>
	<p>Gold at 2nd Edition of 'Green Urja and Energy Efficiency Award' Award for Promoting Gender Equality and Women Empowerment</p>

	<p>Tata Power-DDL wins Safety innovation award - 2021 from Institution Of Engineers (India)</p>
	<p>Tata Power-DDL secured the Runner-up position at 'GITA Global Technology Development Awards' 2021</p>
	<p>Platinum award at 11th EXCEED Occupational Health, Safety and Security 2021</p>
	<p>Tata InnoVista Award 2021 - Design Honour Category.</p>
 <p>The Institute of Chartered Accountants of India (Setup by an Act of Parliament)</p>	<p>Institute of Chartered Accountants of India Award for Excellence in Financial Reporting for the second consecutive year.</p>
 <p>India SMART UTILITY Week 2022 01 - 05 March 2022 New Delhi</p>	<p>ISGF 2022: Gold Award for Effective OT Cyber Security Implementation for Modern Grids & Asset Management Gold Award for Pole Mounted Battery Energy Storage System (BESS) Gold Award for Smart Technology (Electricity Distribution) Drain Valve Less Transformer Sanjeevni Award for Smart Technology (Electricity Distribution) at the India Smart Grid Forum Gold Award for Adoption of Disruptive Technology/Solution by a Utility - Intelligent Reactive Power Compensation & Control Platinum Award for its one-of-a-kind Submersible Distribution Transformer Substation</p>
 <p>Quality Circle Forum of India</p>	<p>Various accolades at International Convention on Quality Control Circles '21 at Hyderabad</p>
	<p>Tata Power-DDL wins various accolades at TATA Business Excellence Convention 2021 at Mumbai</p>