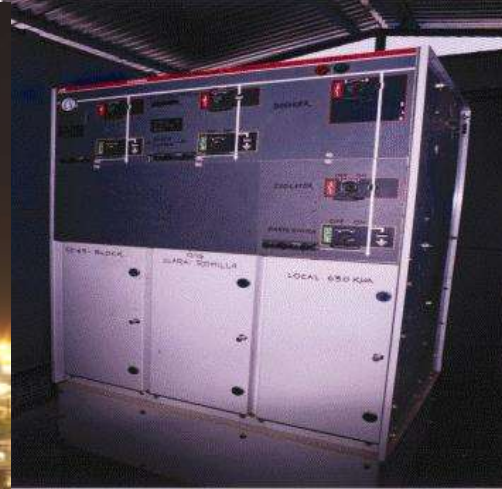


TATA POWER DELHI DISTRIBUTION LIMITED



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



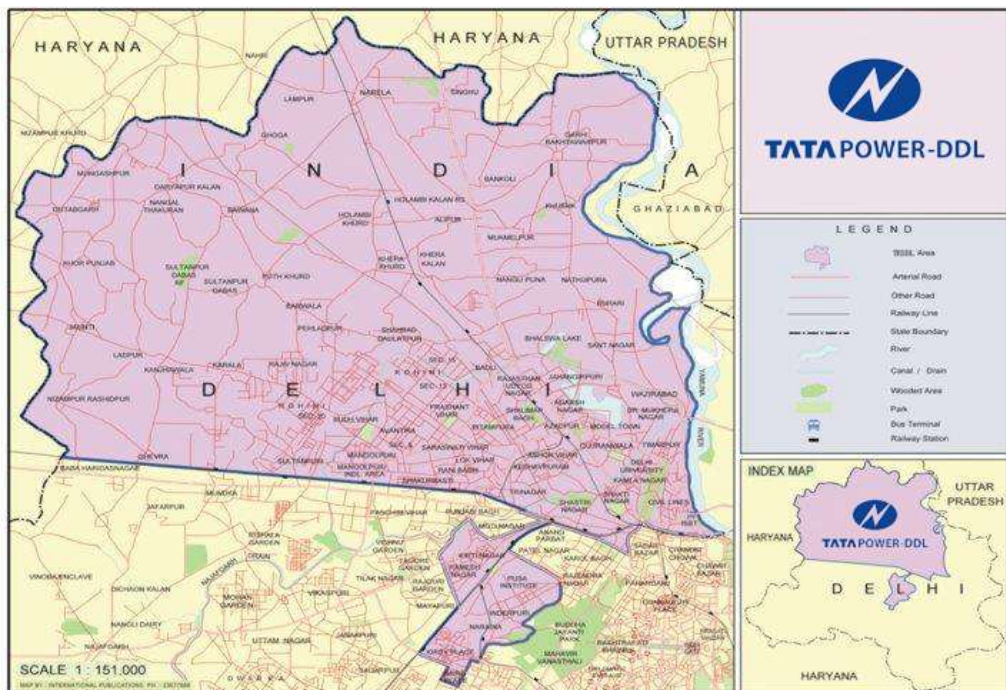
TATA POWER-DDL

with you *Non-Stop*

TATA POWER DELHI DISTRIBUTION LIMITED

we believe in

MAKING A DIFFERENCE



One of the Most Successful Private Power Distribution Utility

License Area: North and North West Delhi (510 sq. km)

License Period : 25 years

Annual Turnover: 1.11 Billion US Dollar (FY'14-15)

Parameter	Unit	Jul '02	Dec'15	% change
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OPERATIONAL PERFORMANCE

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%

CONSUMER RELATED PERFORMANCE

New Connection Energization Time	Days	51.8	5	90%
Meter Replacement Time	Days	25	4	84%
Provisional Billing	%	15	1.34	91%
Defective Bills	%	6	0.14	97%
Bill Complaint Resolution	Days	45	4	91%
Mean Time to Repair Faults	Hours	11	1.53	86%
Call Center Performance - Service Level	%	-	92	
Payment Collection Avenues	Nos.	20	6725	33525%
Consumer Satisfaction Index	%	-	84	

OTHERS

Consumers	Million	0.7	1.50	114%
Employees	Nos.	5600	3530	(37%)

TATA POWER – DDL IS CERTIFIED WITH

ISO 9001:2008	ISO 14001:2004	OHSAS 18001:2007	ISO 27001:2005	SA 8000 : 2008
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TATA POWER : Our Promoter

One of the Largest Private Power Generation Company with Installed Capacity of 9100 MW

Lighting Up.....

LIVES

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



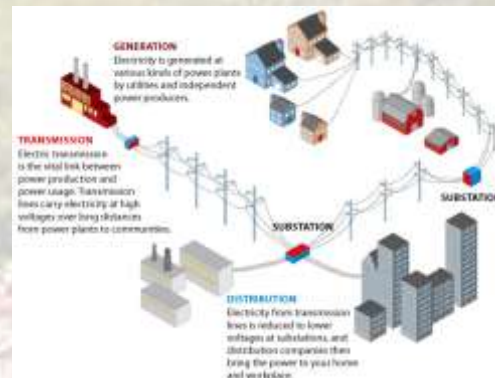
Over 2 million consumers (Pan-India)



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



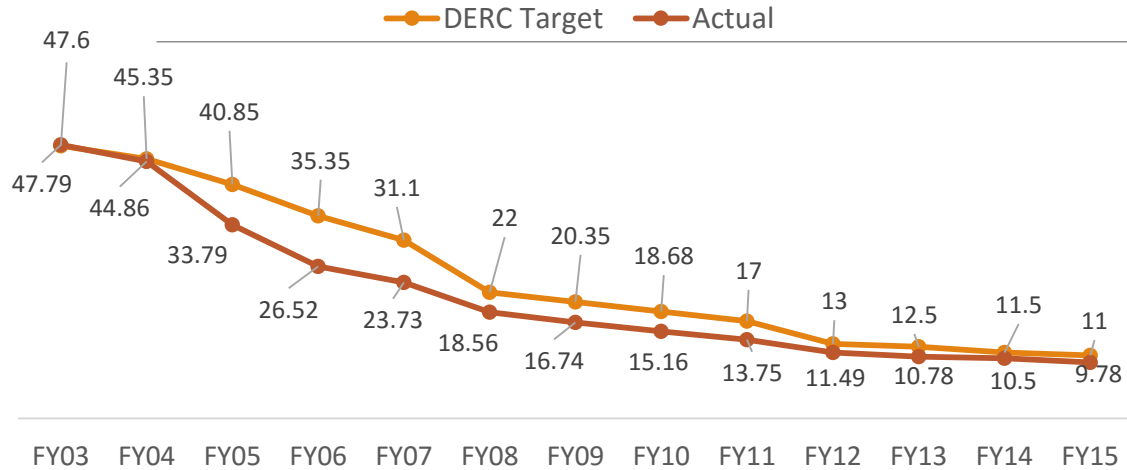
2340 KM of Transmission Network



16,106 KM of Distribution Network

TATA POWER – DDL : Turnaround Story Of Delhi Power Sector

Tata Power - DDL Loss Reduction Trajectory from 2002-03 to 2014-15



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

THEN (2002) -----> NOW



AT & C Loss >50%

No Concept of Consumer service and IT Interface

Electricity supply system on the verge of collapse

Lack of performance orientation

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

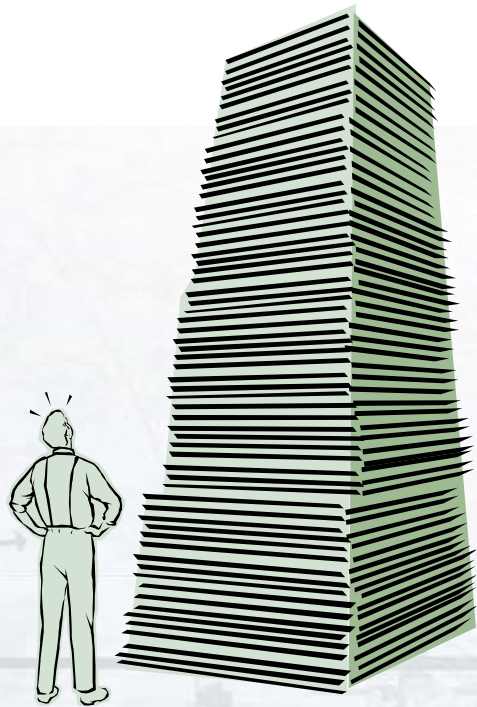
Performance...

EXCELLENCE



TATA POWER-DDL

with you *Non-Stop*



- *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*

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

Then



TATA POWER-DDL



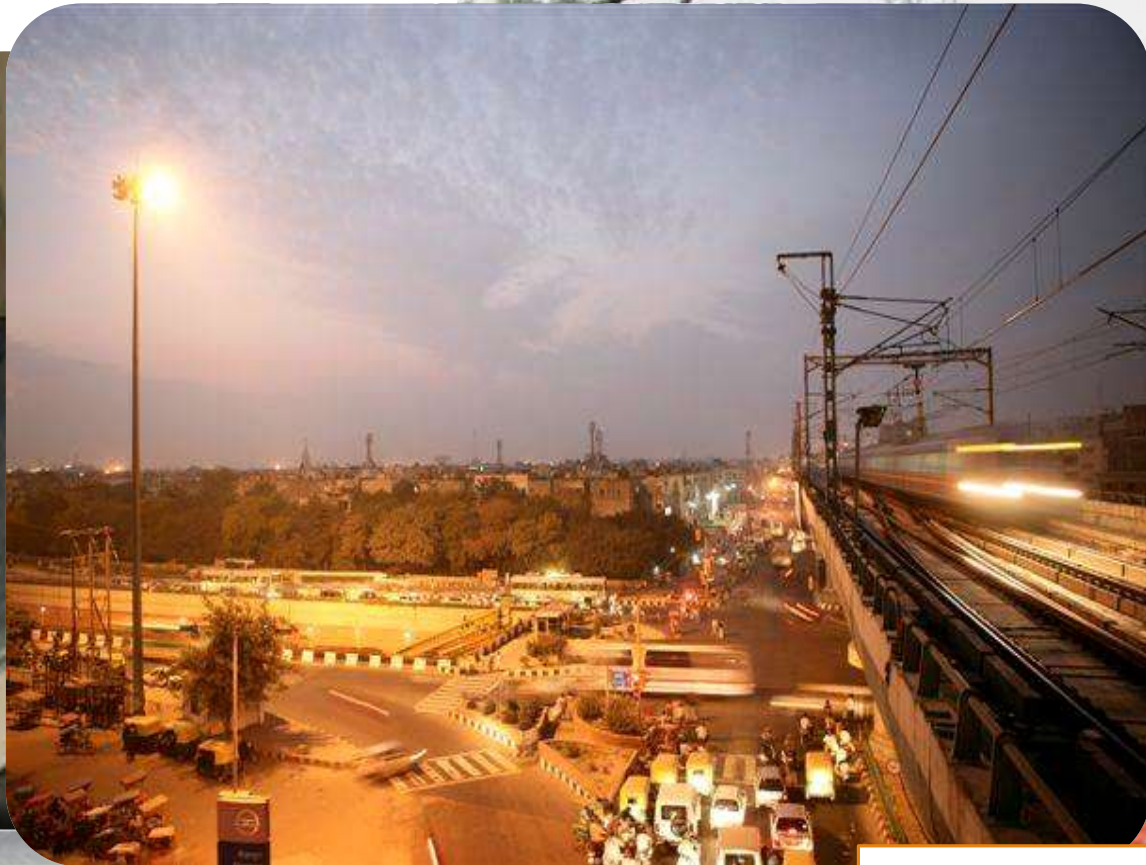
Manual Communication during Outages

Longer Power Cuts

with you *Non-Stop*



Now



24x7 Power Supply
Fully Automated
Unmanned Grids

with you *Non-Stop*



Then



Manual Processes



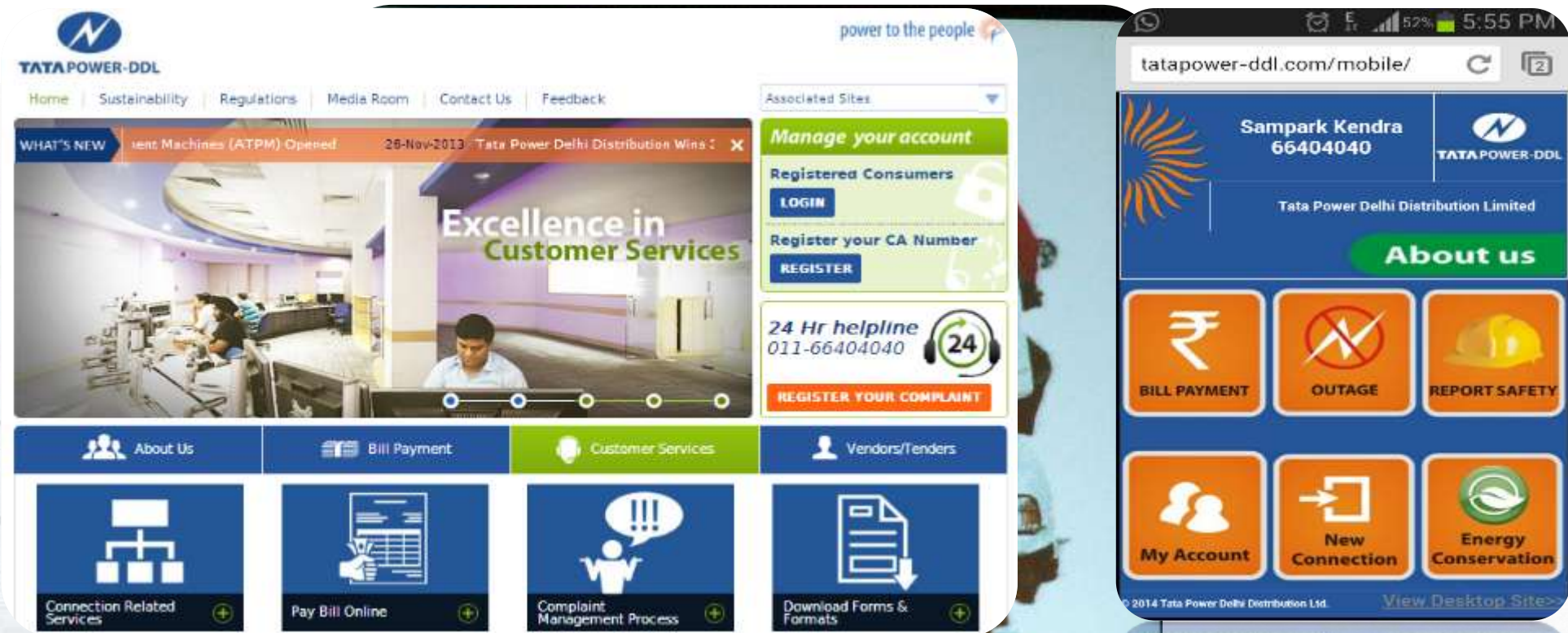
Pending New Connections



Erroneous Bills



Now



Instant Service at Doorstep

with you *Non-Stop*



Then



Long Queues



Unhappy Customers



Frequent Manhandling

Now



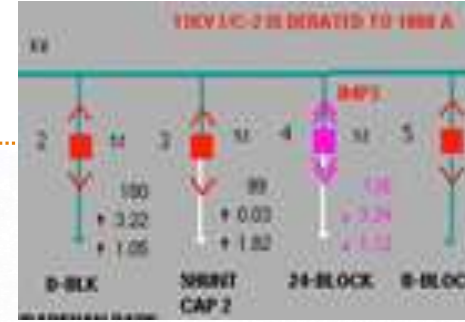
GIS

Details of the customer & Customer Count



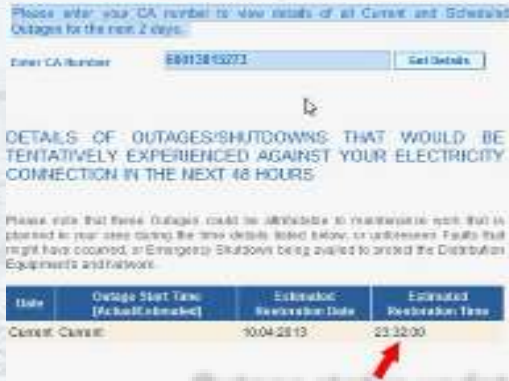
OMS

Information of an Outage



SCADA

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



Outage status updated on TPDDL website with estimated time of restoration



SAP - CRM



Interactive Voice Response(IVR) system

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)

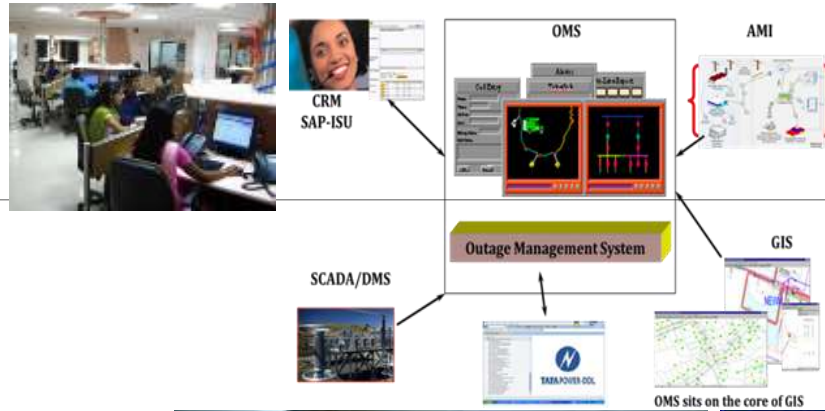
24*7*365 Centralized Call Center

Automated Demand Response (ADR)

Solar Rooftop PV Projects

Project Management Consultancy

Capacity Building



TATA POWER – DDL : Presence In India

GOA

No. of Contracts : 2
Project Value : USD 6,707,692
Period of Engagement: 36 months
Client : GOA Electricity Board
(Part A, Part B)

CHHATTISGARH

No. of Contracts : 1
Project Value : USD 1,615,000
Period of Engagement: 24 months
Client : CSPDCL

KARNATAKA

No. of Contracts : 5
Project Value : USD 2,740,000
Period of Engagement: 24 months
Client : HESCOM, GESCOM,
CESCOM, MESCOM, BESCO

MADHYA PRADESH

No. of Contracts : 1
Project Value : USD 933,334
Period of Engagement: 33 months
Client : MPMKVCL

WEST BENGAL

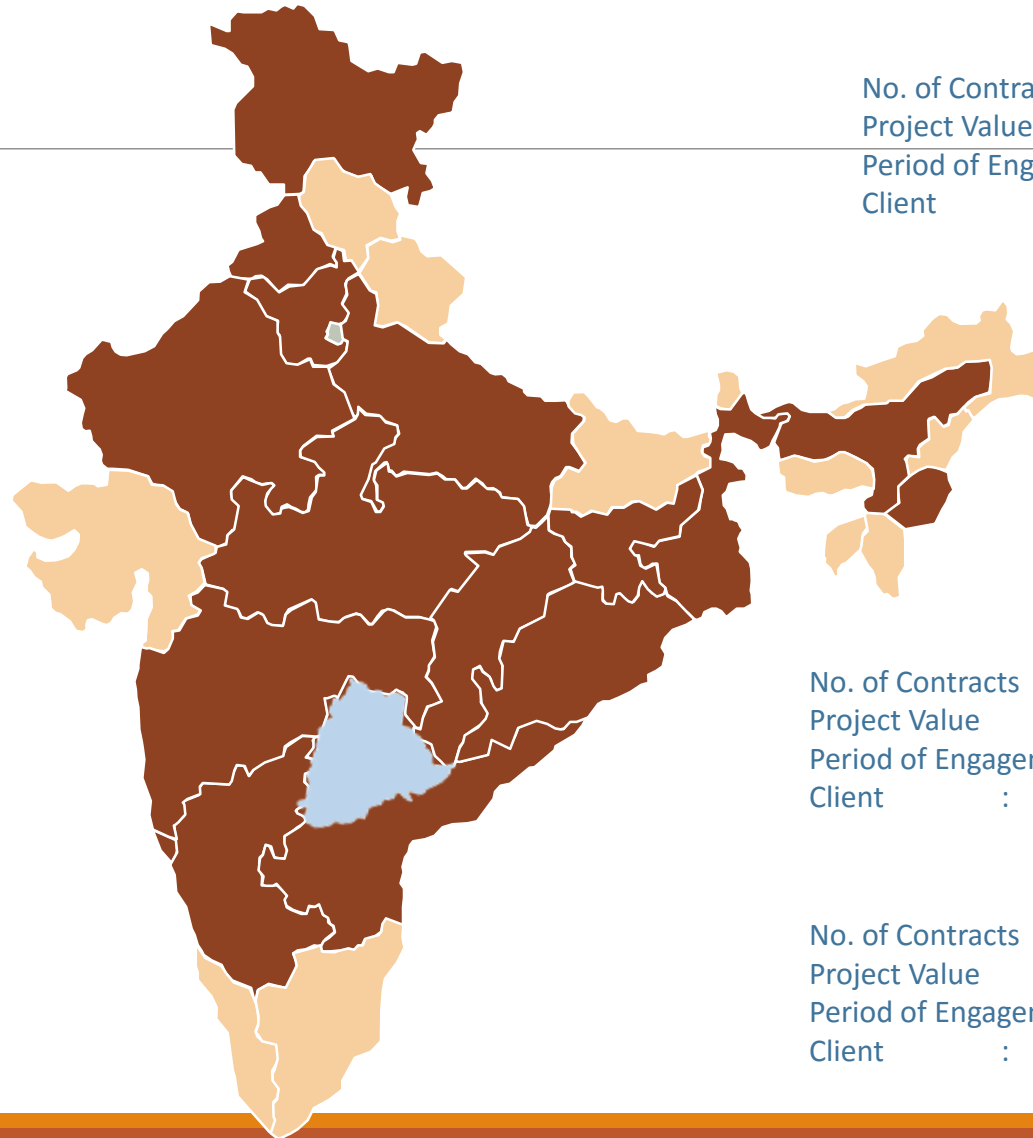
No. of Contracts : 1
Project Value : USD 5,166,667
Period of Engagement: 33 months
Client : WBSEDCL

HARYANA

No. of Contracts : 2
Project Value : USD 3,209,734
Period of Engagement: 18 months, 33 months
Client : UHBVN, DHBVN

UTTAR PRADESH

No. of Contracts : 2
Project Value : USD 4,289,571
Period of Engagement: 36 months, 18 months
Client : PVVNL, MVVNL - DVVNL



TATA POWER – DDL : A brief of projects

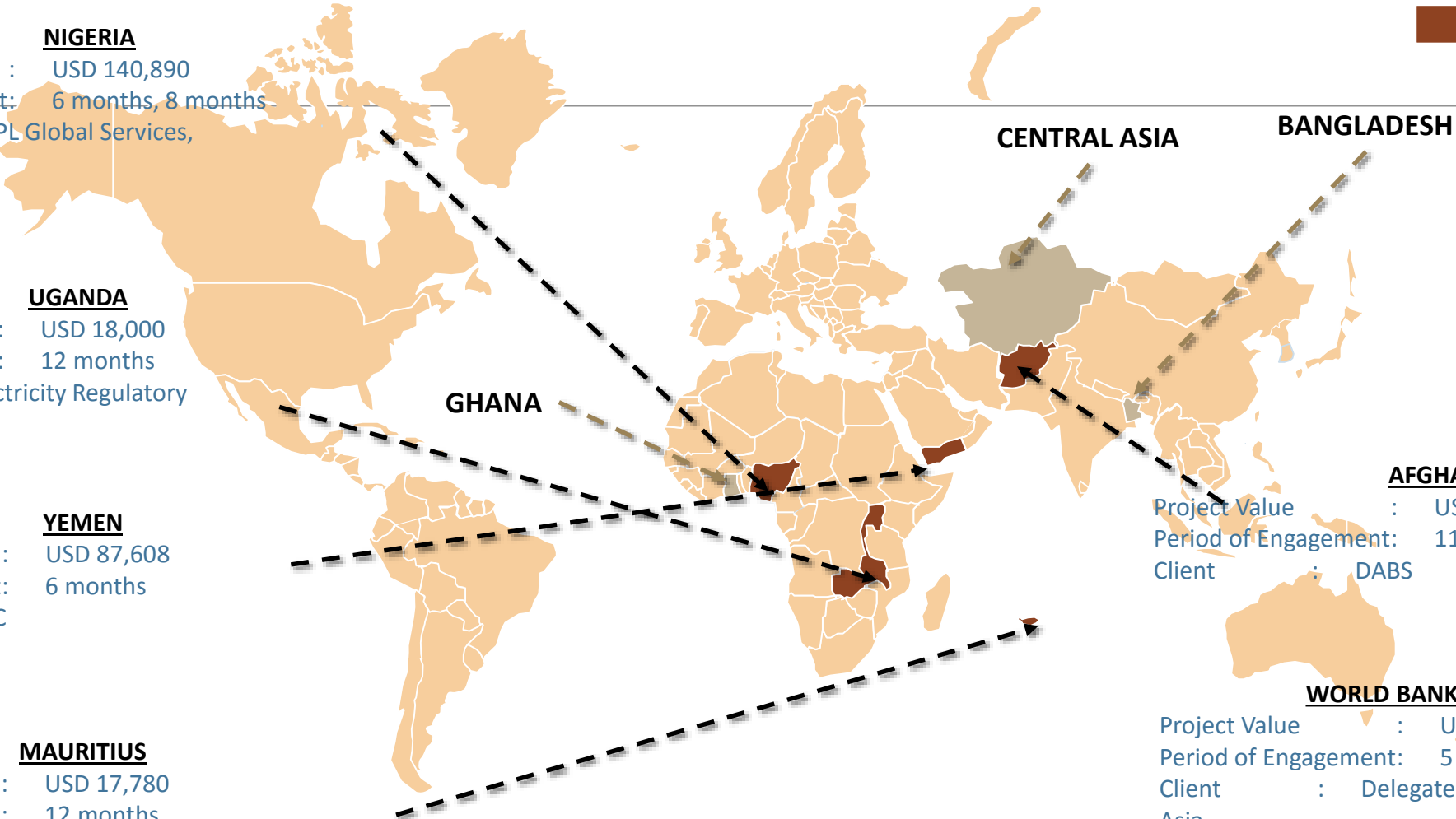
Project Name	Client Name	Location	
		City/State	Country
IT Consultancy for Part A of R-APDRP	CED	Chandigarh	India
Induction Training & Capacity Building	PSPCL	Punjab	India
SCADA / DMS Consultant	SEBs	Uttar Pradesh	India
SCADA / DMS Consultant	SEBs	Madhya Pradesh	India
Consultancy for DSM & Renewal Energy through Open Access	ICF International	New Delhi	India
SCADA / DMS Consultant	PSPCL	Punjab	India
Capacity Building & Business Process Re-engineering	ASEB	Assam	India
Reduction of Distribution Losses	ERA	Kampala	Uganda
SCADA / DMS Consultant	PDD	Jammu & Kashmir	India
Capacity Building Programme	JSEB	Jharkhand	India
Transaction Advisory Services	VIGEO Consortium	Benin	Nigeria
Training on Best Distribution Practices	BPC	Thimpu	Bhutan
Capacity Building & Training for Engineers	Chhattisgarh	Chhattisgarh	India
Technical & Management Strategy Service Provider	WPGL / TPIPL	Lagos	Nigeria
Technical & Management Strategy Service Provider	Vigeo	Benin	Nigeria
Project Management & Consultancy for R-APDRP Part-B	SEBs	Uttar Pradesh	India
Preparation of DPR for System Improvement under NEF	DHBVN, UHBVN	Haryana	India

TATA POWER – DDL : A brief of projects

Project Name	Client Name	Location	
		City/State	Country
Consultancy for Distribution and Retail Supply Business	DHBVN	Haryana	India
Meter Reading, Billing and Data Analysis	PVVNL	Uttar Pradesh	India
Consultancy for DPR Preparation for Solar Rooftop Plant	DCRUSTM	Haryana	India
Development of Call Centre and Consumer Care Centre	PVVNL	Uttar Pradesh	India
Restructuring of the transmission & distribution function	CEB	Curepipe	Mauritius
Corporate Restructuring of Nigeria Electricity Power Authority	NEPA	-	Nigeria
Review of RFP for SAP implementation	Gujarat Gas	Gujarat	India
Consultancy Services for Loss Reduction subcomponent	PEC	Sanaa	Yemen
IT Consultancy for Part A of R-APDRP	DHBVN	Haryana	India
Implementation of GIS	Tata Power	Mumbai	India
Advisory Services for Business Process Reengineering	CSEB	Chhattisgarh	India
IT Consultancy for Part A of R-APDRP	CSEB	Chhattisgarh	India
PMC Services for Puri Nabakalebar Project	OPTCL	Odisha	India
RE Capacity Building	RREC	Rajasthan	India
Training of delegates on Power distribution	DABS	-	Afghanistan
Training of delegates from Central Asia on power distribution	World Bank	Delhi	India
Functional Advisory on Commercial & Operation Processes	DVVNL	Uttar Pradesh	India

TATA POWER – DDL : International Footprint

Upcoming opportunity
 Executed Projects



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

CENTRAL ASIA

BANGLADESH

GHANA

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



TATA POWER – DDL : CSR

Joy of Giving...



BLOOD DONATION CAMP
29 July, 2013 Monday (10.30 AM to 1.00 PM)
Distt office Model Town, Gurgaon Sector, Sector 14
Near Aradpur Chok, DELHI-110002

223 JJ Clusters across North and North-West Delhi

TATA POWER – DDL : Rewards & Recognitions

A few of the many...

Global
Intelligent
Utility
Network
Coalition



- 1 Alliander—The Netherlands
- 2 CenterPoint Energy, Inc—U.S.
- 3 CPFL Energia—Brazil
- 4 DONG Energy—Denmark
- 5 Duke Energy—U.S.
- 6 E.ON AG—Germany
- 7 ERDF—France
- 8 IBM—U.S.
- 9 KEPCO of Korea—South Korea
- 10 Oncor—U.S.
- 11 Pepco Holdings, Inc—U.S.
- 12 Sempra Energy—U.S.
- 13 Tata Power Delhi Distribution Ltd—India
- 14 TEPCO of Tokyo—Japan



Praveer Sinha, CEO & ED, TPDDL and Anil Kumar Sardana, MD, Tata Power receiving the award from Mr Jyotiraditya M Scindia, Hon'ble Minister of State for Power



Mr. Tim Charlton Publisher Editor-in-Chief Asian Power Magazine presenting the Award to TPDDL representative Mr. Arun Sachdeva.



TPDDL Wins JRDQV Award



TPDDL Wins Best Practice Awards at IUKAN 2014



TPDDL Wins Innovation for India Awards - 2014



Ranked first under the category of Demand Side Management



Tata Power Delhi Distribution Adjudged Power Utility of the Year - India at Asian Power Award



TPDDL Wins Innovation for India Awards - 2014

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

More Convenient
More Comfort
Healthier



For further information, if any

Tarun Katiyar

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