Powering Business
Empowering People

Visit us at tatapower-ddl.com
Our Vision

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

Imbibing the ethos of TATA Group, TATA Power-DDL since inception, in the year 2002, undertook a successful and highly appreciated transformation journey to revamp the power sector in Delhi. Reliable and quality power supply coupled with excellent customer services and deployment of the latest technological have helped us to transform customer service delivery mechanism.

Leveraging the learning and rich experience gained over the past 16 glorious years to best use, TATA Power-DDL now offers value-added services and end-to-end solutions in areas of IT and OT Consultancy & Implementation, Project Management Service, Distribution Infrastructure/Process Improvement, Revenue Management System, Capacity Building, Energy Management Services and Solar Implementation to electric utilities both within the country as well as on international terrain, and also handhold utilities for adopting and deploying state-of-the-art technologies.

Today, TATA Power-DDL is working with more than 60 clients across 10 countries for improving the business processes and deployment of the latest technologies in the power distribution sector. We have also collaborated with a number of academia & industry partners to offer customized solutions to make our clients future ready.

Electricity distribution sector is the most important block in the infrastructure value chain and TATA Power-DDL’s efforts are aimed at improving the healthiness of these electric utilities. Our efforts and results demonstrate that our vision of being the trusted and admired service provider is not mere words, but a way of life at TATA Power-DDL.

Sanjay Banga
CEO
TATA Power Delhi Distribution Limited
**Our Parent Company: TATA POWER** since 1915

*A company belonging to the world-renowned TATA Group, India’s largest private power utility.*

<table>
<thead>
<tr>
<th>Power Generation</th>
<th>Transmission Network</th>
<th>Distribution Network</th>
<th>Consumer Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,857 MW</td>
<td>3,520 Ckt KMs</td>
<td>20,278 KM</td>
<td>2.5 Million (Pan-India)</td>
</tr>
</tbody>
</table>

- **2.5 Million Consumers** (Pan-India)
- **Category ‘I’ Power Trading License**
- **30% stake in Indonesian Coal Mines Captive coal blocks in Jharkhand & Odisha**

**Leader in Total Power Management**

- Commissioned India’s first 4,000 MW Ultra Mega Power Project in Mundra based on super-critical technology
- Touch-screen based Distributed Digital Control and Energy Management Systems
- Computerised Grid Control and Energy Management Systems
- 220 KV Transmission Lines on Four-Circuit Towers
- 220 KV Underground Cable Transmission Network
- Flue Gas Desulphurisation plant using sea water
- Operators Training Simulators for 150 MW, 500MW
- 150 MW Reversible Hydro Pumped Storage Unit

**Retail Power Distribution**

- **Delhi** 1.7 Million Customers
- **Mumbai** 0.68 Million Customers
- **Ajmer** 0.13 Million Customers
TATA Power – India Presence

TATA Power has a pan-India presence with Operational generation capacity of 10,857 MW.

- **Thermal** 7,340 MW (74.5%)
- **Waste Heat Recovery** 375 MW
- **Hydro** 693 MW (6.6%)
- **Wind** 1,161 MW (9.9%)
- **Solar** 1,288 MW (9%)

TATA Power – Global Presence

- **Middle East & Turkey**
  - Hydro Project – Georgia
- **Sub-Saharan Africa**
  - MTSA – Management and Technical Advisory – Nigeria
  - Hydro Power – Zambia
- **SAARC**
  - Hydro Project – Bhutan
  - Thermal Project – Myanmar
- **South East Asia**
  - Thermal Project – Vietnam
  - Logistic Office – Singapore
  - Coal Mines – Indonesia
  - Technology Investments – Australia
  - JV for Power Project – South Africa
TATA Power Delhi Distribution Limited (TATA Power-DDL), a 51:49 joint venture of “The TATA Power Company Limited” (TATA Power) and the “Government of NCT of Delhi” (GNCTD), was formed on 1st July 2002, earlier known as North Delhi Power Ltd. (NDPL) as an outcome of the Power Sector Reforms Process in Delhi. TATA Power-DDL has to its credit the distinction of being, the first success story of the Power Sector Reforms in India under a Public Private Partnership framework.

TATA Power-DDL is an ISO 9001, ISO 14001, ISO 22301, ISO 27001, ISO 31000, ISO 50001, OHSAS 18001, SA 8000 and Capability Maturity Model Integration (CMMI) Level 3 certified company distributing power to a populace of 7 million spread over 510 sq. km. Driven by the expertise of over 3200 dedicated and experienced human resources, TATA Power-DDL has created benchmarks in commercial and operational service delivery. The vast and vibrant intellectual capital resource enables TATA Power-DDL to deliver the best in every facet of the business. TATA Power-DDL has reduced the Aggregate Technical and Commercial Loss from 53.1% in July 2002 to 8.40% as of March 2018 and has successfully transformed an ailing utility into a consumer-centric organization through various initiatives.

TATA Power-DDL is moving ahead with the objective of transforming itself into a Utility of the future by adapting the global trends of Going Green, E-Mobility, Smart Utility, Home Automation, Self-Healing System, Battery Based Storage System etc. TATA Power-DDL is among the very few utilities worldwide to implement ADMS technology suite with successful integration with other operational technology.

Apart from setting various benchmarks in Delhi, TATA Power-DDL is also serving as a Consultant, Associate, and Advisor to various Electrical Utilities across the globe. Currently, TATA Power-DDL is touching the lives more than 150 million consumers spread across 20 states in India and over 5 million consumers in 10 countries.
**Capabilities & Accomplishments**

*Front-Runner in Many First*

- Only Distribution Company under “PPP Framework” to earn profit and declare dividend to shareholders
- First Utility to deploy integrated technology landscape to increase productivity (MU Served/Employees)
- Successful Advanced Distribution Management System (ADMS) Technology Suite Implementation amongst the first in the peer group
- First Utility in India to promote Automated Demand Response with voluntary involvement
- First Utility to have deployed GIS with successful integration with other IT & OT technologies

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- **GEOGRAPHIC INFORMATION SYSTEM**
- **FIELD FORCE AUTOMATION**
- **ADMS/ SCADA/ OMS**
- **ROOF TOP SOLAR**
- **ENERGY STORAGE**
- **DATA CENTER SETUP**
- **ENERGY EFFICIENCY**
- **SMART METERING & METER DATA ANALYTICS**
- **POWER MANAGEMENT**
- **DEMAND SIDE MANAGEMENT INITIATIVES**
### TATA Power Delhi Distribution Limited

**Performance Turn-around Journey**

*Loss Reduction Trajectory from 2002-03 to 2017-18 @ TATA Power-DDL*

#### Key Performance Indicators (FY02 - FY18)

<table>
<thead>
<tr>
<th>Indicator</th>
<th>FY02</th>
<th>FY03</th>
<th>FY04</th>
<th>FY05</th>
<th>FY06</th>
<th>FY07</th>
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<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
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<tbody>
<tr>
<td>AT&amp;C Losses (%)</td>
<td>53.1</td>
<td>47.6</td>
<td>45.35</td>
<td>40.85</td>
<td>35.35</td>
<td>31.1</td>
<td>22</td>
<td>18.56</td>
<td>16.74</td>
<td>15.16</td>
<td>13</td>
<td>12</td>
<td>11.5</td>
<td>11</td>
<td>10.5</td>
<td>10</td>
<td>8.4</td>
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<tr>
<td>System Reliability - ASAI - Availability Index (%)</td>
<td>70</td>
<td>99.67</td>
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<td>Transformer Failure Rate (%)</td>
<td>0.71</td>
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<td>Length of Network (Ckt. Km)</td>
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<td>Street Light Functionality (%)</td>
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<td>New Connection Energisation Time (Days)</td>
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<td>Meter Replacement Time (Days)</td>
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<td>Provisional Billing (%)</td>
<td>0.65</td>
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<td>Payment Collection Avenues</td>
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<td>Bill Complaint Resolution (Days)</td>
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<td>Mean Time to Repair Faults (Hours)</td>
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<td>Call Center Performance - Service Level (%)</td>
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<td>Consumer Satisfaction Index (%)</td>
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<td>Employees (Nos.)</td>
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*March’18 vs July ‘02*
Technology Advances

Technology Drives Distribution

Phase 5
- Smart Grid with Automated Demand Response
- Advanced Metering Infrastructure
- Mobility Solutions for Field Force
- Integrated Communication System

Phase 4
- Renewable Energy Management & its Integration
- Distributed Management System (DMS) & Distribution Automation (DA)
- Outage Management System

Phase 3
- Supervisory Control and Data Acquisition (SCADA) System
- Distribution Management System Readiness
- GIS Readiness for Distribution Network & Consumers

Phase 2
- Substation Automation & Interim SCADA
- Unmanned Grids
- Communication Infrastructure
- GIS Readiness for Sub Transmission Network

Phase 1
- Revamping of manned Grids
- Non Communicable Control Panels
- Energize – Enterprise System

Phase 6
- Enterprise Service Bus
- Business Analytics
- Business Intelligence

Phase 5
- Data Analytics
- Secondary Data Centre (SDC)
- SAP – Industry Specific Solution for Utilities Industry

Phase 4
- SAMBANDH (Integrated Workflow-based Billing)
- SAP – Employee Self Service (SAP-ESS), PMS
- Payment Gateway

Phase 3
- ERP SAP-R3 (FICO, PM, MM, PS, HCM)
- Bulk Billing System (Key Consumers)
- Automated Meter Reading
- Record Management System
- “SANCHAY” – Employee Portal

Phase 2
- E-mail and Website
- IT Infrastructure
- Decentralized Electricity Billing System (DEBS)
- “SAMPARK” – Customer Relationship Module
- “SAKSHAT” – Customer Information Portal
With increasing impetus from GoI in terms of several power sector reform initiatives, timely & qualitatively completion of capital investment projects is becoming a priority. With this background, TATA Power-DDL is providing services in more than 20 states across the nation with project outlay of 3.5 billion USD.
Business Portfolio & Services

Diversified offerings to meet your future business challenges

System Integration
- Advance Technology Implementation
- Billing & ERP Solution
- Smart Metering & Smart Grid
- ADMS/SCADA/OMS/GIS
- IT & OT Integration
- Power Management

Technology Advisory Services
- Technology Roadmap
- IT & Operational Technology Systems
- Remote Metering Solutions (AMI/AMR)
- Energy Management Solutions
- ADMS/SCADA, GIS and Smart Grid Services
- Smart Utilities, Smarter DISCOMs

Managed Services
- Data Analytics & Energy Audit
- Customer Relationship Management
- Revenue Management Services
- Commercial & Maintenance Management
- Smart Utility Operations
- Control Centers Operations

Management Consultancy
- Management & Technical Service Advisory
- Project Management Services
- Detailed Project Report (DPR)
- Business Process Re-Engineering
- Loss reduction Consultancy
- Distribution Master Plan
- Network Planning Services

Capacity Building
- Benchmark Practices in Loss Reduction
- Best Practices in Distribution Sector
- Best Commercial Practices
- Safety practices
- Change Management Services
- Preparing for Future Technologies
- Rollout of IT services in Distribution sector
- Theft detection, Meter Tempering
- Data Analytics

Future Energy Initiatives
- Solar Power Plants
- LED based Smart Street Lights
- Energy Efficiency
- Micro Grid / Energy Storage
- Demand Side Management
- Automated Demand Response
Landmarks in Multiple Geographies

**NIGERIA**
Replicating Business Strategies to boost Nigerian Distribution

**NEW DELHI**
Powering the Power Centre – Rashtrapati Bhawan with Green Energy

**UTTAR PRADESH**
IT based performance management system for techno-commercial decision making

**NEW DELHI**
First of its kind Centrally Controlled Smart LED based Street Lighting

**ARUNACHAL PRADESH**
Off-Grid Electrification utilizing green energy

**HARYANA**
Power Management - real-time feedback for Techno-Commercial decision making

**GOA**
Technology enabled Business Process Automation

**RWANDA & MOZAMBIQUE**
Development of Least Cost Electrification Master Plan

60+ Clients
10+ Countries
30+ Partners
20+ States
11

Landmarks in Multiple Geographies
TATA Power-DDL is expanding its services in the international sphere and is doing significant work in the African and Asian Market. TATA Power-DDL has been able to provide synergistic value to utilities undergoing reforms process in their countries and those who want to upgrade themselves to become smarter utility of the future by implementing the information and operational technologies.

**BANGLADESH**
To evaluate system reliability assessment techniques and develop improved practices for data acquisition and distribution network protection system

**KINGDOM OF ESWATINI**
Operational Efficiency study on the Swaziland Electricity Company (SEC)

**KURDISTAN**
Advisory Services for System Improvement, Due-Diligence, Bid Management & Financing Plan, Preparation of Business Plan and Technical and Commercial Proposal Management

**MAURITIUS**
Advisory services to examine the current organizational structure of the Transmission and Distribution by providing practical recommendations for performance improvement

**MOZAMBIQUE**
Preparation of Least Cost Geospatial Universal Electrification Plan

**NIGERIA**
**ABUJA**
Advisory services on Corporate Restructuring of generation and distribution sub-sectors of the Power Holding Company of Nigeria (PHCN)

**BENIN**
Technical & Management Service provider for transaction advisory, pre and post-acquisition support of privatized distribution company of Benin.

**EKO**
Technical & Management Service Provider for uplifting the overall performance of EKO Discom by handholding the Discom to take interventions for reducing aggregate technical, commercial and collection losses and improving operational efficiency.

**JOS**
Technical & Management Strategy Service Provider for the overall objective of improving performance of Jos Discom

**KADUNA**
Technical & Management Service provider for uplifting the overall performance of Kaduna Discom by handholding the Discom to take interventions for reduction of losses and improving operational efficiencies

**KANO**
Technical & Management Service Provider for the overall objective of improving performance of Kano Discom by framing model to reduction of losses and improving operational efficiencies

**RWANDA**
Development of Strategic National Electrification Plan and Investment analysis to undertake grid connected and off grid projects to improve Energy Access for Energy Development Corporation Limited.

**SIERRA LEONE**
Project Management and Operation Support for Advanced Metering Infrastructure implementation

**SOUTH ASIA**
Advanced Metering Infrastructure (AMI) and Analytics Guidance Study for South Asian Power Distribution Utilities

**UGANDA**
Study on Commercial and Distribution operations like New Customer connections, system losses, distribution operation & maintenance costs, and quality & reliability of services of UMEME for Electricity Regulatory Authority,

Study on Loss Reduction Programme for UMEME

**YEMEN**
Capacity building in assessment of losses, identification of their sources and evaluation and implementation of loss reduction measures.

**ZANZIBAR**
Capacity Building program on best practices in Operation & Maintenance for Zanzibar Electricity Corporation (ZECO)
Driving Toward Greener & Efficient Future

Going Green
- Set up more than 15 Grid Connected Solar Plants with a total generation capacity of 1.77 MW in its own premises.
- Facilitated 450+ rooftop solar connections to convert consumers to prosumers
- Empaneled as “First Utility Channel Partner” with Ministry of New & Renewable Energy, Govt. of India and also received the highest honor rating of SPIA as a “System Integration Grading for Solar PV projects.

Being Energy Efficient
- Only Discom empaneled as Grade-1 ESCO with “Bureau of Energy Efficiency” (BEE) in Energy Efficiency Service Providers.
- Partnering with Consumers – Sensitization and Habitual motivation for Energy Efficiency Measures

Lighting-up Streets
- Concept to realization – Street Lighting Solution
- Technology driven Smart Street Lighting
- Managing street lighting solution to more than 7 states

Powering E-Mobility Infrastructure
- Consumers Penetration awareness on buying eco-friendly vehicles.
- Electric Vehicle Charging station infrastructure development
- E-Mobility turnaround aspects and development of enabling the environment.
A step towards sustainability ...

**Assimilation of Energy Storage**
- Collaboration with AES & Mitsubishi for the installation and behavior characteristic study of 10 MW Battery Energy Storage system (BESS).
- Initiated first of its kind battery test bed for 8kW system with 3 bays of five batteries of different chemistries (Lithium ion, Advanced Lead Acid, Sodium ion, ultra capacitor based lead acid and gel based lead acid).

**Distributed Energy Sources: Mini Grid ‘Grid of the future’**
- Deployment of Mini Grid for rural electrification through technology deployment & community engagement
- Electrification of villages with Decentralized Energy Sources
- Reaching out to different geographies for development of Green Energy Project

**Home Automation – Smart Niwas**
- IoT based Home automation solutions
- Data Analytics services
- Design and development of Energy Management Solution
- Promote and sale of home automation solutions

**Global Intelligent Utility Network Coalition**
1. Alliander, The Netherlands
2. CenterPoint Energy Inc., USA
3. CPFL Energia, Brazil
4. DONG Energy, Denmark
5. Duke Energy, USA
6. E.ON AG, Germany
7. ENEDIS, France
8. IBM, USA
9. KEPCO, South Korea
10. Oncor, USA
11. Pepco Holdings Inc., USA
12. SDG&E, USA
13. TATA Power-DDL, India
14. TEPCO, Japan
Corporate Sustainability

Giving back to society, we always believe in

Tata Group has a dedicated community development objective to empower the lives of the weaker section of society and improving their socio-economic condition. Tata Power-DDL also believes in carrying forward the philosophy and legacy of the Tata Group by giving back to the society and taking optimal social engineering initiatives. Tata Power-DDL has a focussed and aligned vision, mission and policy with a simple aim of benefiting the society.

Tata Power-DDL has been engaging with the beneficiaries since its inception and has been consistently strengthening and empowering the deprived communities, primarily, the people residing in low-income areas in its area of operation in North and North West Delhi. The objective of the company is to strive and meet the social needs and demands of the poorest of the poor.

Till now TATA Power-DDL has covered over 65,000 women under various women-centric programmes like teaching in Women Literacy Centres, developing Self-Help Groups, Vocational Training Centres and Life Skills Programmes for girl students. About 300 Self Help Groups are running which have helped in empowering over 3,500 women. TATA Power-DDL has also reached out to around 14,500 youth through their 20 Vocational Training cum Tutorial Centres. In addition, TATA Power-DDL is also running various drug de-addiction camps, installing RO plants for safe drinking water, conducting Tree Plantation drives and providing social support to the underprivileged to uplift the marginalised section of the society.

In short, TATA Power-DDL specialises in executing Social Plans through innovative, tried and tested solutions and initiatives which has enabled the company to improve the commercial parameters also in its operating geographies.

<table>
<thead>
<tr>
<th>Parameters</th>
<th>FY 2002-03</th>
<th>FY 2017-18</th>
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</thead>
<tbody>
<tr>
<td>Collection Efficiency</td>
<td>&lt;60%</td>
<td>&gt;99%</td>
</tr>
<tr>
<td>Billing Efficiency</td>
<td>&lt;40%</td>
<td>&gt;96%</td>
</tr>
</tbody>
</table>

...What came from the people has gone back to the people many times over.

- JRD TATA, Chairman, TATA Sons, 1938-1991
Learning & Development
Shaping your Tomorrow

TATA Power-DDL has set-up two state-of-the-art learning centres, Centre for Power Efficiency in Distribution (CENPEID) and Distribution Operations & Safety Excellence Centre (DOSEC) (CEA mandated Safety Training).

• The campus is spread over 10-acres of land and houses centrally air-conditioned auditorium and classrooms. It also offers for its participants, guest rooms, sports room, TV room, in-house dining facility and library.

• TATA Power-DDL has an internal pool of 375+ faculties & Subject Matter Experts (SMEs) and has conducted approximately 58,500 training man-days in the last 3 years.

• The Learning Center helps Discoms to learn & implement operational efficiency improvements through customized training programs as per need analysis and offers.

• State-of-the-art laboratories with latest technology simulations including the Smart Grid Lab, Transformer Workshop, Meter Diagnostic Lab, SCADA Centre, Protection & Testing Lab, RMU Workshop, AMR Diagnostic, Solar Plants, GIS Development & Analysis Centre.

• Conducting CEA mandatory Hands on safety training – HOTT Centre.

The programmes have been organized for delegates from countries like Afghanistan, Bhutan, Mauritius, Myanmar, Nigeria, Sri Lanka, Ecuador, Ethiopia, Gambia, Guyana, Kenya, Kyrgyzstan, Rwanda, Tanzania, Uganda, Zambia, etc. and has trained hundreds of officials from foreign Utilities.

Types of Training Imparted:

• International Training program
• Competency based trainings
• Hands-On technical training
• Focused group trainings
• External training programs
• Health and wellness programs
• Employee exchange programs
• Theme based lectures
• Training for promoted employees
• Trainings for redeployed employees
• Guest lectures from eminent personalities & much more
Rewards & Recognition

Teamwork makes ‘Dream’ work

**Awards for Innovation**
- Most Innovative Discom Award 2014, 2015, 2016 by Indian Chamber of Commerce
- CII Best Practice in Distribution and Innovation 2015, 2016
- Indian Chamber of Commerce Most Innovative Discom 2014
- ISTD “National Award” for Innovative Training practices 2014
- Marico Innovation for India Awards 2014, 2015
- AIMA’s Breakthrough Innovation Award 2013, 2014
- Technology of the year for ADMS - Asian Power Awards 2018
- Outstanding Green Campaigner Organisation Award at India Green Energy Awards 2018

**Some more Awards**
- Solar Utility of the Year at Indian Solar Week 2016
- Best Performing Power Distribution Utility Award by CBIP 2017
- CSR Award in Platts at Global Energy Awards 2014
- Geospatial Excellence Award for Integration of GIS Smart Grid 2015
- GOLD Certification - Performance Excellence in Electricity Renewal 2018

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- Safety Innovation Award (2015, 16, 17, 18)
- National Award for Meritorious Performance
- Balanced Scorecard Hall of Fame Award 2008
- Edison Award, USA International Category 2008 and Policy Advocacy 2009
- Asia’s Best Employer Brand Awards 2011
- Greentech Safety Award 2013, Gold Category
- JRD QV Award 2013, 2018
- India Power Utility of the year Awards
- National Award for Excellence in Cost Management
- Best performing Private Discom Award at Powerline
Words of Appreciation

We cherish. We earned.

The adoption of intelligent power quality management solution by TATA Power-DDL is an important step towards integration of smart solution in power distribution.

Ibrahim Baylan
Minister of Policy Coordination and Energy, Government of Sweden

“We really learn more from TATA Power DDL, The way thing implement The SAP system in all Department. The way things control all their asset. I love it and I will try to implement it”

Delegates from DABS
Afghanistan, On Training Program of TATA Power-DDL

TATA Power-DDL’s Smart Grid Lab will not only assist them in becoming a world class utility but will also provide learning opportunities to other Indian Discoms/Utilities to address their growing power needs through a better understanding of grid modernization, demand side management and renewable energy integration technologies

Ms. Leocadia I. Zak
Director, U.S. Trade and Development, Agency (USTDA)

TATA Power Delhi Distribution Limited, in New Delhi, has been successful in providing electricity to 223 slums—with 175,000 customers—by engaging with the community

World Bank Blog
Jamaica, Kenya take cues from India on electrifying urban slums

I think ‘TATA Power-DDL’ has a lot of credibility. The Company has won the confidence of consumers, took steps to make them feel welcome and also gave the feeling that it was working for the larger public good, rather than merely for profits

Sheila Dikshit
Former CM, Delhi
- Implementation of State-of-the-art Technology
- Pay-per-Use / SAAS Models
- Smart Grid/ Smart Metering/Smart Street Lighting
- Seamless Integration of Technologies
- Advisory Services

- Managing Power Distribution Services
- Consultancy in Loss Reduction
- Process Re-engineering
- Technical & Management Services
- ESCO Services
- Project Management

- Setting up Green Field Distribution Project
- Execution of Least Cost Electrification Plans
- Distribution Privatization & other Business Transformation Model
- Managed Services – Commercial & Maintenance
- Managing Power Infrastructure and Retail Services for SEZ / Township

- Capacity Building Services
- Preparation of Business Plans
- Green Energy & E-Mobility
- Smart Energy Adaptation
- ICT / Technology Roadmap Preparation
- Home Automation

For Further Information:

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