

Operational Review: A snap shot of Operational Review for FY 2016-17 is given below:

i) Augmentation / Maintenance of Network

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

Table 1.1: Augmentation/Maintenance Details

Sl. No.	Particular	FY 15-16	FY 16-17
1	No. of Power Transformer	177	188
2	EHV Capacity(MVA)	3,838	4,178
3	Number of Distribution Transformer	29,096	29,526
4	DT(MVA)	5,050	5,203

ii) Technical Improvements

A) Unrestricted Peak Demand

Table 1.2: Year wise Unrestricted Peak Demand

Sl. No.	Particular	FY 16-17
1	Unrestricted Peak Demand	1791*

*on 1st July 2016 at 1500 hrs

B) Transformer failure

Table 1.3: Year wise Transformer failure rate

Sl. No.	Particular	FY 16-17
1	Transformer failure rate w.r.t to installed capacity	0.84%

iii) Reliability Index

Month-wise reliability indices as per methodology approved by the Hon'ble Commission are tabulated as below:

Table 1.4: Month wise SA Interruption Frequency Index is given below:

Sl. No.	Particular	FY 2016-17		
		SAIFI (Nos./annum)	SAIDI (Hours/annum)	MAIFI (No's)
1	April	0.164	0.172	0.002
2	May	0.359	0.489	0.006
3	June	0.282	0.364	0.006
4	July	0.308	0.350	0.001
5	August	0.338	0.339	0.003
6	September	0.190	0.154	0.000
7	October	0.137	0.109	0.002
8	November	0.134	0.105	0.000
9	December	0.143	0.122	0.006
10	January	0.164	0.182	0.002
11	February	0.136	0.111	0.002
12	March	0.187	0.184	0.005
	For the year	2.541	2.681	0.035

SAIFI - System Average Interruption Frequency Index

SAIDI - System Average Interruption Duration Index



Performance Parameters: A snapshot of other performance parameters is given below:

Table 1.5: Performance Parameters

Sl. No.	Service Area	Prescribed Time Limit/ Measure	Overall Standard of Performance	Standard of Performance achieved
				FY 16-17
1	Rectification of Normal fuse-off calls	Within three hours for Urban areas	At least 99% calls received should be rectified with in prescribed time limits in both Cities and Towns and in Rural areas	98.95%
		Within eight hours for Rural areas		99.86%
2	Restoration/ Rectification of Line Breakdowns	Temporary Supply to be restored within four hours from alternate source, wherever feasible.	At least 95% of cases resolved with in time limit in both Cities and Towns and in Rural areas	99.91%
		Rectification of fault and thereafter Restoration of normal power supply with in twelve hours		
3	Restoration/ Rectification Of Distribution Transformer failure	Temporary Supply to be restored within four hours from alternate source, wherever feasible.	At least 95% of DTRs to be replaced with in prescribed time limits in both Cities and Towns and in Rural areas	100%
		Rectification of fault and thereafter Restoration of normal power supply with in twelve hours		
4	Period of scheduled outage (Resolution of following with in Time Limit)			
	Maximum duration in a single stretch	Max duration shall not exceed 12 hours in a day	At least 95% of cases resolved with in time limit	99.89%
	Restoration of supply by 6:00 PM	Supply to be restored by 6 pm		96.69%
5	Street Light Faults			
	Rectification of line faults	72 hours	At least 90% cases should be complied with in prescribed time limits	99.28%
Replacement of fused/ defective unit	72 hours			
6	Frequency variation	-	To maintain supply frequency within range as per IEGC	0
7	Voltage Unbalance	Computation of Voltage Unbalance is to be specified by the Hon'ble Commission	Maximum of 3% at point of commencement of supply	0
8	Percentage billing mistakes	% = Bills required modification/Total number of bills issued	Not exceeding 0.2%	0.021%
9	Percentage faulty meters	% = Total Defective Meters/ Total Number of meters in service	Not exceeding 3%	0.50%



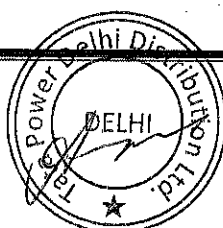
Climate Change

While the Distribution Business per-se is a relatively 'clean' business, Tata Power - DDL has identified certain areas where it can contribute effectively in meeting the challenge of Climate Change.

Tata Power -DDL has formulated its Climate Change Policy in line with the Tata Group Policy and has mapped its Carbon Footprint as well as identified Abatement Levers to reduce Carbon emissions progressively. Tata Power- DDL has already tied up with various conventional power generators (i.e. Own Solar Generation, Other than Own Solar Generators, Small Hydro Generators and Waste to Energy Generators) to comply the national mandate of renewable purchase obligations.

Tata Power -DDL has also developed a business plan for promoting roof top solar generation in licensed area, which has a potential of around 400 MW. The Company has already conducted more than 40 awareness session covering 1200 potential consumers. Currently, the company has a pipeline of 2.27 MWp of solar rooftop projects, of which 1.04 MWp have been already installed. It is worth to mention that Tata Power- DDL became the first and only utility to be awarded by Ministry of New & Renewable Energy, Govt. of India with National Award for "Utility Enabler for Rooftop Solar Project". Tata Power - DDL has emplaned 11 turkey solar projects installation agencies for installing roof top solar plants for its consumers at costs much lower than MNRE/SECI declared rates.

In addition, Tata Power -DDL is also pursuing several initiatives on Demand Side Management. Under the Net Metering Regulations a total of 123 cases of net metering are installed/ under progress with a load of 6.10 MWp. Tata Power- DDL has also created energy clubs in over 240 schools to encourage school children to learn the message of Energy Conservation and disseminate the learning to their friends, neighbour and families. UJALA program for the distribution of LED light and ceiling fans. With a target of replacing 77 Crore incandescent lamps with LED bulbs. UJALA is successfully running across 12 states in India. Tata Power- DDL has targeted sale of 8 lacs bulbs and 20000 fans which would help in the load reduction of 9.05 MW with an expected saving of 23.04 MUs. Tata Power- DDL also partnered with various ESCO agencies such as Smart Joules, Seetech solutions, Pranat Engineers and Honeyweill, to audit 15.4 MW for 34 consumers with a potential saving of 4.85 Mus. The



replacement of Non star Rated ACs with BEE 5 star rated or Inverter ACs Scheme was further extended with the permission of the Hon'ble Commission after its rousing success which saw a replacement of 9089 nos of ACs.

Social Innovation Group

The TATA Group has always been a value driven organization. One of the core values underpinning the way the business is carried, clearly demonstrate that "we must continue to be responsible and sensitive to the communities and environments in which we work, always ensuring that what comes from the people goes back to the people many times over". Community welfare is central to the core values of TPDDL and serves as one of the major purposes of our existence. The concern for bringing about a positive change in people's lives drives us as a company.

Corporate Social Responsibility (CSR) is an inseparable part of our business ethos. It is one of our key commitments to contribute to the lives of communities that form our consumer base. In order to further strengthen the reach and impact of our Community initiatives and to give a new look and feel to the CSR Department is being renamed as "Social Innovation Group".

In the new structure, all the CSR Programs of Social Innovation Group have been clustered under umbrella brand name "**SAATHI**", which covers four pillars that cover various programs and initiatives.

Four Pillars of SAATHI are:

1. Unnati – Meaning progress

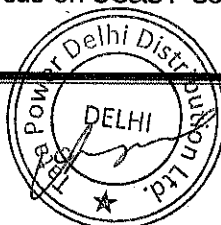
Initiatives covered: Women Empowerment, Vocational Training, Supporting Girl Child, Women Literacy and Entrepreneurship

2. Sanjeevani – Meaning a medicinal plant with miraculous healing power

Initiatives covered: Mobile Dispensary, Drug De-addiction, safe drinking water and other health initiatives

3. Ujjwal - Meaning bright/ promising

Initiatives covered: Affirmative Action program for students as well as entrepreneurship development programs for youth with a focus on SC&ST Communities.



4. The Club Enerji – A platform / club for school children focused on energy conservation and sustainability causes of environment protection, societal values, safety, etc.

Initiatives Covered: Conservation, Tree Plantation and other school activities.

TPDDL has developed a unique socio- economic business case for addressing needs and aspirations of key communities (weaker sections of society) which also are its consumers, thereby building a symbiotic relationship for the benefit of both, viz. members of such economically weaker sections as well as the Company. The Company proactively and responsibly conducts social activities and devises strategies to help build a self- sustainable developmental structure within the community, especially for those residing in JJ clusters and resettlement colonies.

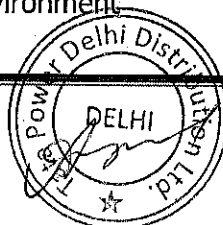
TPDDL's innovative processes of integrating Corporate Social responsibility with its business goal of Loss Reduction Strategy is one of its kind in the industry and has won CII Industrial Innovation award 2014.

TPDDL's CSR Policy, supporting TPDDL's Values and AA frameworks for CSR, sets the overall direction for community initiatives that covers the entire workforce. TPDDL has a three pronged CSR strategy which broadly segments the community initiatives into

- (a) Compensatory
- (b) Business Oriented and
- (c) Philanthropic.

A brief snapshot of activity held in TPDDL areas in FY 16-17 is as below:

1. Women Literacy Program
2. Girl Child Counseling
3. Vocational Cum Tutorial Training Program
4. Drug De-addiction Camps
5. Mobile Dispensary services
6. Blood Donation Camps
7. Support to SC/ST students from Govt. Schools
8. Safe Potable drinking water through RO Plants
9. Scholarship to SC/ST students from ITI, Polytechnic & Engg. Colleges
10. Clean Environment & Green Environment



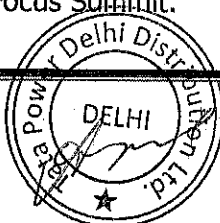
11. Support to orphanages – (approx. 200 kids)
12. Entrepreneurship – SHG Training Program
13. Tree Plantation
14. Spoken English Program – at President's Estate

TPDDL look forward for an enhanced and valuable contribution in the lives of communities by the company, create a win-win situation for all stakeholders and strives for achieving the milestones of sustainable development and inclusive growth.

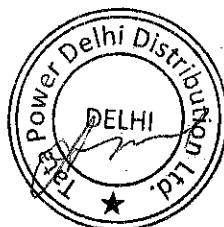
Awards and Recognitions

Various awards and recognitions have been bestowed on the Company and the Company's executives during the period under review. Some of the awards and recognitions received by the Company and its officers are as under:

1. Solar Utility of the Year Awards at Indian Solar Week- 2016
2. DELL- EMC Transformer Award for the Year 2016. This awards was conferred for leveraging IT to re-engineer Data Backup Solutions, thereby reducing backup window & optimizing storage capacity.
3. CII Industrial Innovation Award 2016 under the category of Large Enterprises- service sector and Top 25 Most Innovative Companies Award.
4. Prestigious Safety Innovation Award 2016 for 8th consecutive year based on case study and presentation on best safety practices adopted by Tata Power- DDL.
5. 4 awards at the 4th Innovation with Impact Awards for Discoms organized by Indian Chamber of Commerce.
6. SAP CCOE- Hall of Fame 2016, Conferred with the Silver Awards in "Business and IT Collaboration" category. Tata Power- DDL is the first and the only Utility from India to have received this Award till date.
7. SAP Ace Award, 2016 under Customer Excellence Category.
8. DISCOM driven Renewable and Energy Efficiency Programs was rated amongst Top- 100 Projects in India and awarded with Skoch – Order of Merit at the 46th Skoch Summit.
9. Skotch Award for Empowering Women beyond Boundaries.
10. DSCI Excellence Award in the category – Security in Energy Sector- Power at NASSCOM – DSCI Annual Information Security Summit 2016.
11. Award for significant contribution towards the transformation of Power Sector in India at the 4th Annual Economic Times Power Focus Summit.



Compliance to Directives



Chapter on Compliance to DERC Directives

#6.1 - The Commission directs the Petitioner to make timely payment of bills to all the generating companies and transmission utilities. No Late Payment Surcharge shall be allowed as a pass through in the ARR on account of delayed payments.

Compliance:

TPDDL has been complying with the said directive and making timely payment of bills /dues to central & state generating stations and transmission utilities to the extent that they have been allowed by the Hon'ble Commission in its tariff orders to TPDDL.

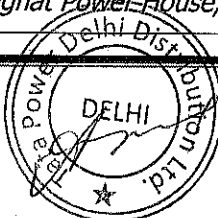
#6.2 – A total amount of Rs. 235 Cr. has to be paid to the Pension Trust in FY 2017-18 by the Petitioner. The Petitioner shall submit reconciliation of payment which has already been made to Pension Trust during FY 2017-18 and the balance amount to be paid within one month of the issuance of this Tariff Order. Based on the reconciliation statement the Petitioner is directed to pay the balance amount out of (Rs. 235 Cr. – already paid during FY 2017-18) in 7 (seven) equal monthly instalments to pension trust. Any under / over recovery on account of payment to the Pension Trust shall be trued up by the Commission at the time of True Up of ARR of FY 2017-18.

Compliance:

The reconciliation statement has already been submitted to the Hon'ble Commission and the entire payment against the bills raised by Delhi Transco towards Pension Trust has been released.

#6.3 - The Petitioner shall directly deposit the amount as per the aforesaid directive (6.2) in the following bank account, of Pension trust:

1	A/C No.	10021675545
2	MICR No.	110002103
3	Bank	State Bank of India
4	IFSC Code	SBIN0004281
5	Name	DVB-ETBF-2002
6	Branch	Rajghat Power House, New Delhi - 110002



Compliance:

TPDDL is complying with the said guideline as directed by the Hon'ble Commission.

#6.4 - If the Petitioner purchases any expensive power to meet the demand during any time zone for which cheaper power has been regulated due to non-payment of dues, in such an eventuality, the cost of such expensive power purchases shall be restricted to the variable cost of regulated cheaper power to that extent at the time of true up.

Compliance:

Power supply to TPDDL has never been regulated by any central & state generating stations and transmission utilities.

#6.5 - In case the power is regulated by DTL/Interstate Transmission Licensee due to non-payment of their dues, in such case the transmission charges borne by the Petitioner shall also not be allowed.

Compliance:

Power supply to TPDDL has never been regulated by any central & state generating stations and transmission utilities.

#6.6- The Commission directs the Petitioner to ensure availability of power supply for meeting the demand. The Petitioner shall ensure that the electricity which could not be served due to any reason what-so-ever, shall not exceed 1% of the total energy supplied in units (kWh) in any particular month except in the case of force-majeure events which are beyond the control of the Petitioner.

Compliance:

The same is being complied and the energy which could not be served in FY16-17 was around 0.46 % of the total demand.



Operational Review & Compliances

#6.7- *It is directed that the Petitioner shall not accept payment from its consumers at its own collection centers/mobile vans in cash towards electricity bill exceeding Rs 4,000/- except from blind consumers and for court settlement cases or any other cases specifically permitted by the Commission. The limit for accepting payment through cash by the consumers at designated scheduled commercial bank branches shall be Rs. 50,000/-. Violation of this directive shall attract penalty to the level of 10% of total Cash collection exceeding these limits.*

Compliance:

TPDDL is complying with the said directive and have tied up with Scheduled Commercial bank
- Yes Bank for accepting cash amount up to Rs. 50,000/- .

#6.8- *The Commission directs the Petitioner to restrict the adjustment in units billed on account of delay in meter reading, raising of long duration provisional bills etc. to a maximum of 1% of total units billed.*

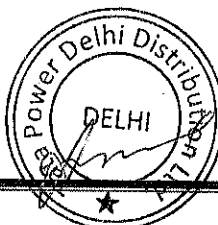
Compliance:

TPDDL is adhering to the said guideline as directed by the Hon'ble Commission.

#6.9 - *The Commission directs the Petitioner to survey the electricity connections of hoardings and display at malls and multiplexes and ensure the billing in the category of advertisements / hoarding category and to submit a compliance report within three months of the date of issuance of this order*

Compliance:

TPDDL shall adhere to the guidelines as directed by the Hon'ble Commission on receipt of clarification sought from the Hon'ble commission vide our letter date 10th Oct, 2017 and subsequent meeting held on 16th November, 2017.



#6.10 - The Commission further directs the Petitioner:

a. To provide the information to the consumer through SMS on various items such as scheduled power outages, unscheduled power outages, Bill Amount, Due date and Maximum Demand during the month, etc. as directed by the Commission from time to time.

Compliance:

TPDDL is complying with the directive and all required SMS w.r.t power outages, unscheduled power outages, Bill Amount, Due date and Maximum Demand during the month, etc. as directed by the Hon'ble Commission from time to time, are being complied with.

b. To maintain toll free number for registration of electricity grievances and to submit the quarterly report.

Compliance:

TPDDL has received the approval of Hon'ble commission for Implementation of Toll Free Number through M/s TTSL vide letter No F.17(47)/Engg./DERC/2014-15/4741/1472 dated 24.10.2017. It shall be implemented by December 2017.

c. To conduct a safety audit and submit a compliance report within three months;

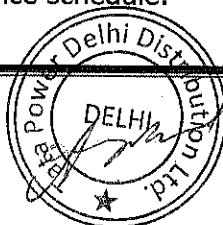
Compliance:

TPDDL has complied with the said guideline vide letter dated 28th November, 2017 as directed by the Hon'ble Commission.

d. To carry out preventive maintenance as per schedule;

Compliance:

The preventive and condition based maintenance is being carried out as per defined Annual Maintenance Plan & Monthly maintenance schedule.



e. To submit the information in respect of Form 2.1 (a) as per revised format issued by the Commission to the utilities on monthly basis latest by 21st day of the following month;

Compliance:

TPDDL have already submitted the Form 2.1 (a) as per the revised format for the month of Oct'2017.

f. To submit the annual energy audit report in respect of their network at HT level and above

Compliance:

TPDDL shall comply with the guidelines as directed by the Hon'ble Commission

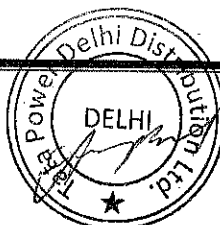
g. To submit the Auditor's certificate in respect of Form 2.1(a) on quarterly basis within the next quarter;

Compliance:

TPDDL is complying with the said guideline as directed by the Hon'ble Commission

h. To incorporate the following information in the annual audited financial statements:-

- i. Category-wise Revenue billed and collected,*
- ii. Category-wise breakup of 8% and 3.70% Surcharge billed and collected,*
- iii. Category-wise PPAC billed and collected,*
- iv. Category-wise Electricity Duty billed and collected,*
- v. Category-wise subsidy passed on to the consumers during the financial year, if any,*
- vi. Category-wise details of the surcharge billed on account of ToD,*
- vii. Category-wise details of the rebate given on account of ToD,*
- viii. Street light incentive and material charges for street light maintenance,*
- ix. Direct expenses of other business,*
- x. Revenue billed on account of Own Consumption,*
- xi. Revenue collected on account of enforcement/theft cases,*



Compliance:

TPDDL is already complying with the directive as stated in the Tariff Order of September 2015. However, any new additional requirement shall be complied with in the audited financial statements of FY 2017-18.

- i. To submit annual auditor certificate in respect of power purchase details of the previous year by 30th July of the next financial year.*

Compliance:

TPDDL shall adhere to the guidelines as directed by the Hon'ble Commission and for FY 16-17, the same has already been submitted vide our letter dated 27th July, 2017.

- j. To submit the reconciliation statement in respect of power purchase cost/Transmission cost on a quarterly basis with respective Generation/ Transmission companies;*

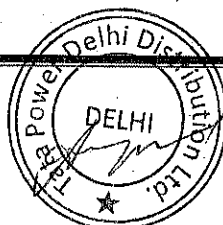
Compliance:

TPDDL shall adhere to the guidelines as directed by the Hon'ble Commission

- k. To strictly adhere to the guidelines on short-term power purchase/sale of power issued by the Commission from time to time and to take necessary steps to restrict the cost of power procured through short term contracts at Rs.5 per kWh. In case the cost of power proposed to be procured exceeds the above ceiling limit, this may be brought to the notice of the Commission within 24 hours detailing the reasons or exceptional circumstances under which this has been done. In the absence of proper justification towards short term power purchase at a rate higher than the above ceiling rate (of Rs.5 per kWh), the Commission reserves the right to restrict allowance of impact of such purchase on total short term power purchase not exceeding 10 Paisa /kWh during the financial year.*

Compliance:

The same is being complied with.



l. To raise the bills for their own consumption of all their installations including offices at zero tariff to the extent of the normative self-consumption approved by the Commission and exceeding the normative limit of self-consumption at Non-Domestic tariff for actual consumption recorded every month.

Compliance:

The same is being complied with as per the guidelines directed by the Hon'ble Commission.

m. To submit the quarterly progress reports for the capital expenditure schemes being implemented within 15 days of the end of each quarter.

Compliance:

TPDDL is adhering to the guidelines and submitting the report within 30 days of end of each quarter in line with the Hon'ble Commission's letter dated 05th Nov'15.

n. To submit the actual details of capitalization for each quarter for the year within one month of the end of the quarter for consideration of the Commission. All information regarding capitalization of assets shall be furnished in the formats prescribed by the Commission, along with the requisite statutory clearances/certificates of the appropriate authority/ Electrical Inspector, etc. as applicable.

Compliance:

TPDDL shall adhere to the guidelines as directed by the Hon'ble Commission, however, a request was made vide our letter dated 19th Sep, 2017 to the Hon'ble Commission to allow us a time span of 60 days after end of quarter, to submit the quarterly capitalization report.

#6.11 - *Save and except the penalty as specifically provided in these directives, in all other cases, the punishment for non-compliance of directions of the Commission shall be dealt as per the Section 142 of the Electricity Act, 2003.*

Compliance:

TPDDL shall be adhering to the guidelines as directed by the Hon'ble Commission.

