

1. Operational Review: A snap shot of Operational Review for FY 2017-18 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	FY 17-18
1	No. of Power Transformer	177	188	201
3	Number of Distribution Transformer	29,096	29,526	29906

ii) Reliability Index

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

Table 1.2: Month wise SA Interruption Frequency Index is given below:

Sl. No.	Particular	FY 2017-18	
		SAIFI (Nos./annum)	SAIDI (Hours/annum)
1	April	0.197	0.185
2	May	0.263	0.210
3	June	0.289	0.298
4	July	0.220	0.191
5	August	0.241	0.207
6	September	0.188	0.181
7	October	0.131	0.131
8	November	0.121	0.107
9	December	0.155	0.170
10	January	0.140	0.162
11	February	0.122	0.103
12	March	0.157	0.155
	For the year	2.22	2.10

SAIFI - System Average Interruption Frequency Index
SAIDI - System Average Interruption Duration Index

Table 1.3: Fact Sheet of Operational Performance since inception to March 2018 is given below:

OPERATIONAL PERFORMANCE AT A GLANCE				
Parameter	Unit	July '02	March '18	% change
AT&C Losses	%	53.1	8.4	-84%
System Reliability – ASAI -Availability Index	%	70	99.67	42%
Transformer Failure Rate	%	11	0.71	-94%
Peak Load	MW	930	1852	99%
Street Light Functionality	%	40	99.4	149%
CONSUMER RELATED PERFORMANCE AT A GLANCE				
Parameter	Unit	July '02	March '18	% change
Meter Replacement Time	Days	25	2.09	-92%
Provisional Billing	%	15	0.65	-96%
Defective Bills	%	6	0.34	-94%
Bill Complaint Resolution	Days	45	2	-96%
Mean Time to Repair Faults	Hours	11	1.3	-88%
Call Center Performance - Service Level	%	-	94	
Payment Collection Avenues	Nos.	20	3755	
Consumer Satisfaction Index	%	-	91	

Performance Parameters:

A snapshot of **Overall Standards of Performance** based on Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulation, 2017 with effective from 1st Sep'17 till March 2018 is given below:

Table 1.4: Performance Parameters

Table 2-IV Performance Parameters						
Sl. No.	Service Area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
				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	163533	162720	813	99.50
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		42804	41145	1659	96.12
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		374	372	2	99.47
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		NA			
(v)	Continuous scheduled power outages		9060	8904	156	98.28
(vi)	Replacement of burnt meter or stolen meter		3000	2992	8	99.73

Sl. No.	Service Area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
				Within Specified Time	Beyond specified time	
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	7296	7296	0	100
	Restoration of supply by 6:00 PM		7296	7262	33	99.53
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	71152	70955	197	99.72
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	1.014			
	SAIDI		1.009			
	CAIDI		1			
5	Frequency variation	To maintain supply frequency within range as per IEGC	0	0	0	-
6	Voltage imbalance	Maximum of 3% at point of commencement of supply	0	0	0	-
7	Percentage billing mistakes	Shall not exceed 0.2%	3399	3072	0	0.03

During the FY 2017-18 Tata Power- DDL has taken number of new initiatives which are given below to promote the habit of earth saving initiatives in the resident of its area so that global impact on our environment can be minimized with excellence in all services provided by Tata Power. A glimpse of the activities done in the previous year is given below:

Climate Change: *Tata Power- DDL will play a leadership role in climate change by being knowledge, responsive and trustworthy and by adopting environment friendly technologies, business practices and innovations, while pursuing our growth aspirations and enhancement of shareholder value.*

Conservation of Energy: 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.

Demand Side Management Initiatives: Being the pioneer in the field of Demand Side Management and Energy Efficiency, Tata Power-DDL is committed to promote energy conservation and its efficient use among its consumers. Working on similar lines, Tata Power-DDL has introduced several energy efficiency programs for its consumers over the years. These initiatives include replacement of conventional lighting with efficient lighting (LED applications), Rebate based BEE 5 star rated ceiling fans, appliance replacement program for air conditioners, automated demand response etc.

Tata Power-DDL has received various public accolades for driving energy efficiency initiatives for its customers:-

1. AC Replacement Scheme

Project	Objective	Brief Description	Status/Progress
Replacement of Non Star Rated Air Conditioner (AC) with BEE 5 Star Rated/Inverter AC	<ul style="list-style-type: none"> • Summer Peak Reduction • -To accelerate the adoption of Energy 	<ul style="list-style-type: none"> • Upto 50% discount offered on MRP (<i>The rebate offered under the scheme ranges from ₹ 4800 – ₹ 7400 /Unit</i>) • Participating consumer would be benefitted by the annual reduction of appx. ₹ 5500 in the electricity bill depending upon their usage. 	<ul style="list-style-type: none"> • Scheme launched on July 10, 2015 ◦ Three OEMs participated - Hitachi, Voltas and Godrej (Selected through open tendering) • Total Installed Quantity till now – 17123 (AC replaced in FY'17: 7985 with deemed

Project	Objective	Brief Description	Status/Progress
	Efficient ACs through the rebate based scheme	<ul style="list-style-type: none"> All the old ACs collected under the scheme disposed- off in the environment friendly manner. Tariff Neutral from year 1 	<p>peak load reduction of 7.55 MW)</p> <ul style="list-style-type: none"> Deemed Total Load Reduction - 15.3 MW Annual cumulative Energy Savings- 10.5 MUs Savings Annual CO2 Reduction - 3,496 MT Petition filed to DERC for re-launch of the scheme in 2018; Approval received from DERC.

2. UJALA-Program: Distribution of LED Light & Ceiling Fan

Project	Objective	Brief Description	Status/Progress
UJALA Program- Distribution of Energy efficient LED light and Ceiling Fan at the discounted rates	To evolve a framework to encourage TATA POWER - DDL customers for usage of the Energy Efficiency Appliances through Ujala Yojana	<ul style="list-style-type: none"> LED lights (Bulb and Tube light) and BEE 5 star rated Ceiling Fans would be offered at discounted rates in association with EESL Distribution of 9 watt LED bulb @Rs. 70 20 watt LED T8 Tube light @Rs. 220 BEE 5 star ceiling fan @Rs. 1200 Tata Power-DDL to facilitate in distribution of the Products through ABHA members on chargeable basis. 	<ul style="list-style-type: none"> MoU signed between TATA POWER- DDL and EESL about the SOP and commercial part regarding TATA POWER-DDL facilitation charges as TATA POWER-DDL only DISCOM allowed by EESL for working as distribution partner. Scheme launched on 7th Feb, 2017 Program Targets: <ul style="list-style-type: none"> Bulbs - 635444 Tube lights - 83818 Fans - 7141 Cumulative quantity: 726403 Total Deemed Saving: 20 MW Total MU savings: 21 MUs Total CO2 emission reduction: 16926 MT

3. Energy Efficiency Services for TATA POWER-DDL consumers – ESCO (Energy Service Company)

Project	Objective	Brief Description	Status/Progress
Energy Efficiency Program through ESCO	<ul style="list-style-type: none"> To evolve a framework to encourage TATA POWER DDL and outside TATA POWER DDL customers for conducting Energy Audits & Implementation of the Energy Efficiency (EE) measures through Discom driven ESCO route. To optimize TATA POWER DDL peak load consumption. To provide value added services to customers. Single window energy efficiency solution to consumers. 	<ul style="list-style-type: none"> Empanelled and developed a pool of Grade 1 ESCOs. Customer Specific An ESCO as company identifies energy improvements, provide capital required, install improvements, offer turn- key installation, monitor and guarantee energy savings. This service is available for all type of customers segments including domestic, commercial and industrial. EESL awarded contract to Tata Power DDL for conducting Energy Audit for Government buildings on Pan India basis. 	<ul style="list-style-type: none"> Empaneled six ESCO agencies for conducting energy audit. Total audit done of 52.57 MW (37.78 MW from customer specific and 14.79 MW from EESL Energy Audit project). Energy Efficiency Project implemented of 22.81 MW (8.58 MW from customer specific and 14.23 MW from NDMC streetlight project package 1).

4. NDMC streetlight Project

Project Name	Objective	Brief Description	Status/Progress
NDMC streetlight Project	Replacement of existing HPSV lamps with energy efficient LED light fixtures	<ul style="list-style-type: none"> Tata Power DDL in consortium with Havells awarded the NDMC LED streetlight Project. Havells as technology partner and Tata Power DDL as implementation partner as ESCO. 	<ul style="list-style-type: none"> Till date, around 78,120 LED street lights have been fixed. Estimated load reduction under phase 1: 14.23 MW in Tata Power-DDL area Estimated load reduction under phase 2 : 9.29MW

Annual Energy savings achieved due to implementation of Energy Efficiency improvement measures:

S No	DSM Program till date	Scale (Nos)	Annual Energy Savings (MU)	Load Reduction (MW)	Annual CO2 reduction (MT)
1	LED Lights	1,930,000	59.2	15.2	19,714
2	Whole range LED Light with Crompton	100,000	3.01	2.8	1003
3	BEE 5 star Ceiling Fan with Crompton	60,000	5.4	1	1,798
4	Non Star AC replacement Scheme	17,123	10.5	15.3	3,496
5	Energy efficiency Implementation project	-	-	22.81	2946
6	Rooftop Solar through Net Metering of 12.96 MW	236	6.62		2204
	Total		84.73	57.11	31,161

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 approx. 50% of the said MWp capacity 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 turnkey 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.

CARE FOR OUR COMMUNITY/ COMMUNITY RELATIONS

CORPORATE SOCIAL RESPONSIBILITY: The Tata Group is 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 countries, 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 Tata Power-DDL 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.

Tata philosophy "to give back to the community manifold" and Tata power-DDL's Mission Statement "Reach Out to communities we operate in" provide the necessary direction and the rationale to create an environment supporting these communities.

In this structure, the initiatives of Social Innovation Group have been clustered under the umbrella of the mother brand name SAATHI which is connected with four pillars that caters to various initiatives.

Tata Power-DDL SAATHI:

The name SAATHI in itself defines the approach charted by Tata Power-DDL to treat our beneficiaries as prime stakeholders. Under the umbrella of SAATHI, Tata Power-DDL ensures that the programs offered under it will improve the lives of its beneficiaries in the long term and also positively impact the community as a whole. SAATHI has in its fold the four pillars, which complement each other while working towards the goal of empowering society.

**The four pillars of SAATHI are:****UNNATI- Progress Proposition:**

UNNATI connotes understanding the need for women empowerment, which requires persistent efforts to bring significant differences in socio-economic condition of women residing in JJ clusters.

Under this segment, various programmes have been undertaken like Women Literacy Centers, developing Self-help Groups and Entrepreneurship development program, Vocational Training and Life skills program for girl students.

**ABHA:**

These are women representatives who are the brand ambassadors for the programs under SAATHI. These ABHAs are engaged in reaching out to the residents of JJ clusters in order to maximize the visibility of our community initiatives.

**SANJEEVANI:**

A medicinal plant with miraculous healing power
Proposition: Better Health

SANJEEVANI seeks to promote and support good health in the marginalized communities through accessibility to health services at their doorstep. Initiatives under Sanjeevani include Mobile dispensaries for the consumers of JJ Clusters, Drug De-Addiction Camps, Safe drinking water, Health Camps etc.



UJJWAL: Bright/Promising Proposition

Societal Support for the SC & ST/ underprivileged, UJJWAL focuses on improving the quality of lives of the people who belong to the deprived section of the society. Tata Power- DDL has undertaken several initiatives for the socio-economic upliftment of the scheduled caste and tribes in areas of education, employability, employment and entrepreneurship.



THE CLUB ENERJI Proposition:

We care "The Club Enerji" program has been designed to mitigate the future environmental risks by raising awareness amongst future generation of the society, thereby developing a healthy outlook and sensitivity towards environment in them for years to come.



Tata Power-DDL innovative processes of integrating Corporate social responsibility with its business goal of loss reduction strategy is one of its kinds in the industry and has won FICCI Award for commendable work in CSR.

Tata Power-DDL as part of its CSR activities has been running women literacy programs, entrepreneurship development, vocational training programs, tutorial classes mobile dispensary, drug de-addiction camps, providing potable drinking water at JJ clusters & Govt. schools, education support program for SC/ST students and wards of WLC and VT beneficiaries etc. Every year more than 21,000 women are benefitted and empowered by the initiative of imparting education through 350 women literacy centers. More than 5087 youths have been trained at 19 vocational training centers. 2,29,640 students & individuals get potable water every day from 50 RO water plants installed at Govt. schools, JJ cluster & Delhi Metro station. More than 107968 JJ cluster residents have benefitted from health services provided by 4 mobile dispensary vans. Further given below is the gist of area where Tata Power- DDL has contributed a lot to the benefit of society as a whole.

- Eradicating hunger, poverty and malnutrition, promoting health care including preventive health care and sanitation including contribution to the Swach Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.

- Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects.
- Promoting gender equality, empowering women, setting up homes and hostels for women and orphans; setting up old age homes, day care centres and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically backward groups.
- Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agroforestry, conservation of natural resources and maintaining quality of soil, air and water including contribution to the Clean Ganga Fund set-up by the Central Government for rejuvenation of river Ganga.

During the FY 2017-18 Tata Power DDL has spent Rs. 8.0 crore approx. in the various CSR activities as explained above in the overall interest of stakeholder.

Affirmative Action : Tata Power- DDL journey in the realm of Affirmative Action began with the signing of the code for Affirmative Action on 3rd February 2007. The "Policy on Affirmative Action for Scheduled Caste & Scheduled Tribe Communities" was approved by the board of directors on 18th July 2007. In order to supplement efforts of the government to improve condition of socially and economically underprivileged SC/STs and to create a level playing field, concrete steps for giving better opportunities in the private sector were initiated. Company's Affirmative Action's aiming towards upliftment of Schedule castes and Schedule tribe communities are classified under 4Es, viz. Education, Employability, Employment and Entrepreneurship. 1150 students have been supported from 48 Govt. schools and 483 students from ITI, Polytechnic, Engg. & Graduation colleges have been supported during FY 17-18.

Soft Skill Training for Girl Students: More than 6000 girl's students from AA community have been benefited since inception of the program. 2000 SC/ST students were benefitted this year through the program.

Tata Power-DDL has been conferred the TAAP Jury Award 2017 for reaching the milestone Score band of 601 – 625 during the Tata Affirmative Action Program (TAAP) External Assessment. More than 4.8 lakh people benefited under various CSR initiatives.

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 is one of its kind in the industry and also recognized at various national/international levels. 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.

A brief snapshot of activity held in TPDDL areas in FY 2017-18 is as below:

1. Women Literacy Program & Brand Ambassadors (Abha)
2. Girl Child Counseling
3. VT cum Tutorial program
4. Affirmative Action Program
5. Drug De - Addiction Camps
6. Mobile Dispensary Services
7. Blood Donation Camps
8. Safe drinking water provisions at Govt. schools & VT Centers
9. Entrepreneurship-SHG Training Program
10. Support to MSSSI / Support to Orphanages/ Old age homes
11. Support to VMK
12. Energy Club
13. Tree Plantation
14. Promoting Consumer Awareness (Safety Awareness - Nukkad Natak, Environment, Banners, Flex Etc.)/Socio economic profiling of JJ clusters: payments to DU
15. 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.

SA-8000-2014 Certification: Tata Power-DDL is re-certified for SA-8000-2014 version, an international standard for social accountability. In order to address Social & Environmental challenges, Tata Power-DDL continues to strive to identify areas where it can make a difference.

UN Global Compact: Tata Power-DDL is a signatory to United Nations Global Compact and is now a part of a group of reputed organizations worldwide. Tata Power-DDL is committed to upholding the 10 principles in the areas of Human Rights, Labour and Environment & Anti-Corruption. Communication on progress of the activities carried out in this area is annually uploaded on UNGC website.

Customer Services: At Tata Power – DDL, our customers are at the core of our business and we work tirelessly to ensure complete satisfaction for our customers. We understand that electricity is an integral part of our customer lives and enable all of us to do more in life, and accordingly we are committed to provide our customers with non-stop, reliable supply of power as well as a responsive and best in class customer service and experience. Tata Power-DDL has consistently implemented new technologies and process to improve its customer's satisfaction. The excellence journey started with the establishment of Customer Care Centers (spread across 12 Districts) and with the introduction of a 24 * 7 Call Centre (19124). Over the years, Tata Power – DDL has introduced many such customer conveniences viz. Responsive website with customer login section, SMS PULL service, Hotline Facility at Customer Care Centers (after office hour usage) and mobile application – 'Tata Power-DDL Connect'.

To enhance its reach, enable and empower its customers, Tata Power – DDL has also marked its presence on new age social media platforms viz. Facebook, Twitter, Slide share and You Tube. With the introduction of Online Document Submission Facility (For New Connections ≥ 11 KW customers), Live Web Chat service (on limited time period basis), Tata Power – DDL is continuously working to digitally empower its customers.

In order to develop a close bond with its customers, Tata Power – DDL organizes customer interaction programs like, monthly meetings with RWAs, quarterly meeting with IWAs, Annual Customer Meets like Udhyam and Milap. Further, all customers who have a sanctioned load ≥ 11 KW are attached to dedicated Client Managers, who provide personalized service to

such customers. From the perspective of Corporate Social Responsibility, a separate group looks after the service delivery aspect, for the lowest strata of society i.e. People living in slums / JJ Clusters, also identified as Key Community. Similarly, a separate and dedicated group looks after the needs of the Government & Industrial customers who have multiple connections within our distribution area.

To provide accurate meter reading and billing to our customers, automatic meter reading facility is available to all customers $> = 11$ KW, while all other customers are billed on the basis of a mobile based reading recording system. Moving forward, Tata Power – DDL is also working on SMART Meters that aim to provide real time and a two way communication between the utility and the customer.

To offer convenient payment services, Tata Power – DDL has made available multiple modes & avenues for making payment to its customer's viz. In person payment at company owned Cash Collection Centers & ATPMs, online payment facility (Credit-Debit card / Net banking), mobile wallet etc. Customers also have the option to make an advance payment and earn interest on the same (as per the defined regulations).

As part of the complaint management process, apart from being able to register their complaints at call centers, customers can also reach out to District customer care centers that are the primary touch points for any complaint registration and escalation. As part of the 3 Tier complaint escalation mechanism, the customer can meet our Customer Relation Executives, Customer Service Managers and the District Manager. If still dissatisfied, the matter can be escalated to Circle Head / Head of Customer Service. For any assistance during New Connection Process and for resolution of old billing disputes / arrears, separate hearing and counseling cells have also been established for the customers. Tata Power-DDL has an integrated complaint management process for logging and tracking customer request / complaints with an inbuilt auto escalation mechanism. Complaints are registered by providing a unique system generated request number and all the complaint processing information are updated against the corresponding number with which the customers can seek the status of their complaint/request from any touch point.

Solar Projects

Solar & New Business Initiatives: Tata Power-DDL became the first and only power 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 empaneled 11 turnkey solar project installation agencies for installing roof top solar plants for Tata Power-DDL consumers at costs much lower than MNRE/SECI declared rates. A total of 294 cases of net metering have been installed till FY 2017 - 18 with a capacity of 15.08 MWp. Awareness campaigns were done for RWAs, IWAs and Educational Institutes etc. covering 1500 potential consumers. In FY 2017-18, a total of 8.22 MUs were generated through solar plants.

Tata Power-DDL has also installed 15 nos. of Rooftop Solar Plants on its different buildings having capacity of 1.77 MWp. In FY17-18, a total of 2.22 MUs were generated through these solar plants. LOA has been received from different states like Assam for Rooftop Solar Projects in association with RECPDCL. Tata Power-DDL has also collaborated with Tata Trust, GE and MIT for setting up two Solar Micro-Grid Projects in Bihar. Objectives of setting up of these Solar Micro-Grids are to create a sustainable model for providing reliable supply to un-electrified households. Tata Power-DDL is also involved in the Off Grid Solar Installation of 13179 Nos. of 300Wp Solar Home Power Packs and 4184 Nos. of 40Wp Solar Street Lights for electrification of 895 Nos. of Off-Grid Villages in Arunachal Pradesh under Deen Dayal Upadhyaya Gram Jyoti Yojana (DDUGJY) along with RECPDCL.

Recently, Tata Power-DDL has also associated with International Solar Alliance and has submitted proposal for setting up of 1 MWp Rooftop Solar Demonstration Projects in 15 member countries in association with My Way Solar (a RESCO Project Developer, partner with YES Bank).

AWARDS AND RECOGNITIONS

Various awards and recognitions have been bestowed on the company and its executives during the year FY 17-18. Some of the awards and recognitions received by the company are as under:

- 1) "Innovative Financing and ESCO Model" Award at the National Energy Efficiency Circle Competition organized by Confederation of Indian Industry (CII).
- 2) "Solar innovation and Excellence Awards'2017" under the category "Innovative Project: Rooftop Scale" at the 2nd Annual Conference-Expo-Awards, Roadmap for Innovations in Solar Energy – RISE'2017 at New Delhi.
- 3) Safety Innovation award'2017 by Institute of Engineers (India).
- 4) Top 26 Most Innovative Companies Award at the Industrial Innovation Summit'2017 conferred by the Confederation of Indian Industry at New Delhi.
- 5) "Excellence in Learning and Development" Award at the 3rd Business World HR EXCELLENCE AWARDS 2017.
- 6) 6 Excellence Awards (4-Gold and 2-Silver) at the "International Convention on Quality Control Circles" held in Philippines.
- 7) Tata Power-DDL recognized at "Industry Leader" for surpassing the score of 650 in the TBEM External Assessment'2017.
- 8) "TAAP Jury Award'2017" for reaching the milestone band 600-625 during the TAAP external assessment.
- 9) "Top Implementer" and "Highest Contributor" award for Tata Edge for contribution to the EDGE platform, Mumbai.
- 10) Tata Power-DDL adjudged Runner-up for Excellence in Cyber Security at IFSEC India Awards 2017 for Operation Technology (OT), New Delhi.

- 11) 'Best Performing Power Distribution Utility' Award at the CBIP Awards'2018, Delhi.
- 12) "Rooftop Solar Enabler of the Year -Utility" at the 3rd Annual Indian Rooftop Solar Congress'2018, Delhi.
- 13) 1st Prize at TATA POWER's T&D Knowledge Fair, Mumbai.
- 14) PLATINUM AWARD for Best Energy Efficiency Programs/ Projects of the Year at India Smart Grid Innovation Awards 2018.

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:

Tata Power-DDL 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 Tata Power-DDL.

#6.2 – The Petitioner shall directly deposit the amount of pension trust surcharge collected from the consumer as per the tariff schedule 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:

Tata Power-DDL is complying with the guideline issued by the Hon'ble Commission.

#6.3-The Commission directs the Pension Trust to intimate the total amount collected through Pension Trust surcharge and adjust any surplus/gap in its claim for the subsequent year.

Compliance:

Tata Power- DDL is seeking the deficit amount of Rs 50.48 Cr (i.e. Amount paid to Pension Trust minus Amount Collected through Pension Trust) as a part of Revenue Gap for FY 2017-18 (Refer table no. 3.66 of this Tariff Petition).

#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 Tata Power-DDL 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 Tata Power-DDL 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 FY 17-18 was around 0.33 % of the total demand.

#6.7- It is directed that the Petitioner shall not accept payment from its consumers at its own collection centres/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:

Tata Power-DDL is complying with the said directive and has 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:

Tata Power-DDL is adhering to the said guideline issued 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 an annual compliance report by 30th April of the next year.

Compliance:

The Hon'ble commission vide letter dated 15th May 2018 has directed the DISCOMs not to survey the electricity connections of hoardings and display at malls and multiplexes.

#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:

Tata Power-DDL is complying with the directive as well as directions issued vide letter dated 30th May 2018. Accordingly, Tata Power-DDL has submitted the said information for Q1 of FY 18-19 vide our letter dated 16th July 2018.

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

Compliance:

Tata Power-DDL is complying with the directive as well as directions issued vide letter dated 30th May 2018. Accordingly, Tata Power-DDL has submitted the said information for Q1 of FY 18-19 vide our letter dated 17th July 2018.

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

Compliance:

Tata Power-DDL has complied with the guideline issued by the Hon'ble Commission and submitted the said report.

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:

Tata Power-DDL has already submitted the Form 2.1 (a) as per the revised format upto the month of September, 2018 vide letter dated 22nd October, 2018.

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

Compliance:

Tata Power-DDL shall comply with the guideline issued 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:

Tata Power-DDL shall comply with the guideline issued 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:

Tata Power-DDL shall adhere to the guideline issued by the Hon'ble Commission.

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:

Tata Power-DDL is adhering to the guideline issued by the Hon'ble Commission and the same has already been submitted for FY 17-18 vide our letter dated 27th July 2018.

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

Compliance:

Tata Power-DDL is adhering to the guideline issued 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, except trading through Power Exchange & IDT, at Rs.5/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/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. In case of the cost of power exceeding the ceiling limit, Hon'ble Commission is duly being informed about the same.

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 guideline issued 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:

Tata Power-DDL is adhering to the guidelines and submitting the report within 30 days of end of each quarter in line with Hon'ble Commission's letter dated 05th Nov'15. The report for Q1 of FY 18-19 has been submitted on 27th July 2018.

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:

Tata Power-DDL shall adhere to the guidelines as directed by 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:

Tata Power-DDL shall be adhering to the guideline issued by the Hon'ble Commission.