



Tata Power Delhi Distribution Limited

# **United Nation Global Compact**

## **COMMUNICATION ON PROGRESS**

### **(FY 2011-12)**

**TATA POWER DELHI DISTRIBUTION LTD.**  
**(A TATA POWER & DELHI GOVERNMENT JOINT VENTURE)**

## *Message from CEO & ED*



Tata Power Delhi Distribution Limited (TPDDL), a Joint Venture of Tata Power Company Limited (Tata Power) and the Government of Delhi, was formed on July 1, 2002, as an outcome of the Electricity Reforms process in Delhi. TPDDL carries the distinction of being the First Success Story of Power Sector Reforms in India under a Public Private Partnership (PPP) framework. TPDDL is, an ISO 9001, ISO 14001, ISO 27001 company distributing power to a populace of over 5 million spread across 510 sq kms. Driven by the expertise of dedicated and experienced human resources, TPDDL has created benchmarks in commercial and operational service delivery within just 10 years of its inception.

Integrated with Tata ethos of doing business, Tata Power Delhi Distribution Limited's functioning is well aligned to establishing a reputable and responsible corporate citizen. Moving ahead of statutes, mandates & regulations, Company looks forward to take care of its stakeholders especially communities and its employees. TPDDL is committed to improve quality of lives in societies we operate in and also ensure a healthy and unbiased work ambience for its employees. TPDDL continuously maintains and improves the systems put in place to achieve SA8000 certification and ensures substantive worker participation to ensure systemic change. Post adoption of SA8000, TPDDL has significantly experienced improvement in the morale of employees and enhanced competitiveness. The company is always progressive in taking proactive steps and in adoption of new technologies in business processes for mitigating the risks, improving Safety standards & practices, Innovation and Corporate Sustainability which have been the focus areas of the Company. Global Compact principles are well imbibed in the vision, mission and the value systems of the Company.

We are committed to support and endorse the UN Global Compact principles through our policies, processes and services. We, at TPDDL strongly believe that creating advanced sustainable systems is key to long term value creation to markets and inclusive growth of the society.

**Praveer Sinha**



### **Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights**

There are specific provisions for human rights in the company's policies. The sub-stratum of these policies ensures its employees enjoy the fundamental human rights. TPDDL has provisions and comprehensive systems for Safety, Occupational Health, Environment & Disaster Management (SHE & DM), housing and education.

The company follows IMS procedures for Quality, Safety, Health, Environment & Social Accountability complying with the standards of ISO 9001, ISO 14001, OHSAS 18001 & SA 8000 management standards. The company complies with all applicable safety, health, social accountability & environmental laws & legislations.

Following are the various steps taken by the company for IMS commitment and implementation:

- All contents of the IMS are complied by various means, identified & defined in TPDDL.
- Environmental & OHS Risk Assessment are regularly updated whenever there is addition of new activity / after completion of IMP (Integrated Management Program) identified for any significant aspect / risk or at least annually.
- All applicable legislation identified & quarterly statutory compliances are monitored through SRSC (Statutory & Regulatory Score Card) meetings.

### **Safety Measures**

As a Power Distribution Company, TPDDL ensures reduction and prevention of possible discomfort and harm from its operations. TPDDL has a well-defined IMS Policy in place and also carries out Safety Audits of system, network, TPDDL installations, sub stations & public installations etc., reports of which are complied at various levels and reviewed from time to time at different levels. Company also imparts safety training to TPDDL employees and business associates personnel regularly.

## **Health care & healthy working condition for employees**

TPDDL is committed to provide health amenities & healthy work environment to its employees. There are seven dispensaries operating at different locations providing the primary health care to the employees and their dependants. We have 115 hospitals including Dental centers and 8 eye hospitals/ centers on our panel to provide OPD and Indoor treatment on credit/cash basis. We have 31 Diagnostic centers on our panel to provide investigation services on credit/cash basis. There are 88 chemists on panel to provide medicines on discounted rates. 2028 employees have been covered through annual health check up and 50 canteen boys had six monthly health checkups complying with SA 8000 norms. 760 employees were given training on first aid & CPR. A total 105 Free Health Checkup and health awareness Camps were organized at different locations which covered 4093 employees including 721 BA employees. A total 304 locations are covered for First Aid treatment to our employees through First Aid Boxes. The disposal of medical bio waste at all six dispensaries is done as per the procedure laid down by DPCC for the purpose. A total no. of 73216 patient visits were attended in our dispensaries.

## **Positive trend in employee satisfaction survey results**

Employee satisfaction survey done regularly shows a rise in the satisfaction chart of the employees. As compared to the 65% satisfaction level of employees in the year 2006-07, the survey carried in the year FY 08-09 saw a rise in employee satisfaction index to 70 % and further rise to 72% in 2010-11.

## **Care for the safety of community at large**

TPDDL carries out Safety audits of public installations like cinema halls, hospitals, shopping malls, schools etc. as part of our social responsibility. In case there are any non-conformances at TPDDL's end they are corrected immediately and those at the consumer end are communicated to the consumer. Regular follow up is done to ensure compliance in the broader interest of public safety. TPDDL also stages street plays (*Nukkad Natak*) for enhancing safety awareness of general public in its operational area.

## **Education of employees**

TPDDL trains its employees regularly to update themselves professionally, managerially and technically. TPDDL encourages its employees to improve their educational and professional qualification by giving suitable incentives, study leave, etc.

- TPDDL has tied up with Management Development Institute (MDI), Gurgaon for "Post Graduate Course in Energy Management". 9 employees have been sponsored till FY 2011-12.

- Bachelor of Science (B.S.) Degree in Power Engineering to the employees of the company through distance learning program in association with Birla Institute of Technology and Science (BITS), Pilani has been introduced. First batch of 40 employees have passed out getting B.S. degree.
- TPDDL has tied up with International Management Institute for part time MBA for sponsoring 5 executives every year and 50% of fee is borne by TPDDL.
- 40 employees are sponsored for 3 years program of 'Advanced diploma in Power Distribution Management' in collaboration with University of Petroleum & Energy Studies (UPES) & Indian School of Petroleum & Energy (ISPE), Dehradun.
- TPDDL has tied up with ITI, Dheerpur for training of 32 employees in a 2 year program.



**Principle 2: Business should ensure that they are not complicit in human rights abuses.**

- TPDDL is a joint venture of Tata Power and Delhi government and being a part of Tata legacy ensures that dignity of individuals is preserved and there are no instances of human rights abuse as the organization has in place strong and effective HR rules and practices.
- Several channels of grievance redressal exist for employees to voice their concerns. The grievance redressal procedures are documented and communicated to all employees.
- The Ethics Management framework with its three tier escalation mechanism ensures that no case of human right abuse occurs. Any complaint on violation of ethical conduct is promptly acted upon and guilty is punished.
- Joint Interaction Forums exist where employees mutually sort out their issues with the objective of improving employee-management relations.
- TPDDL employees can also register their grievances through an electronic helpline (SARTHI) which has built-in timelines for resolution and in instances of non-resolution; the complaints are escalated to appropriate levels and addressed in due course of time.
- The company also has a Sexual Harassment Policy in place, supported by a Sexual Harassment Committee, which guarantees a safe workplace for female employees and ensures that they work without fear of gender bias and sexual harassment.



**Principle 3: Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.**

- TPDDL has three segments of employees - workmen, supervisors and executives. The interests of the employees are taken care of by the employer and several benefits and social security schemes are also provided to them.
- Employees have their unions/associations that interact with the TPDDL management and mutual interests are addressed in a fair and transparent manner.



**Principle 4: Business should support the elimination of all forms of forced and compulsory labor.**

- No prospective employee is required to deposit any sum of money for employment in TPDDL.
- FAQ's for relevant labor laws and statutory provisions have been uploaded on the intranet so that they can be referred by employees whenever required.
- Any amendment/revision in statutory provisions are immediately implemented and communicated and the same are implemented for employees/ ensured for implementation for Business Associate employees.
- The appointment letters issued by the company to new joiners state clearly the various terms and conditions of employment and TPDDL Code of Conduct which they need to adhere to.
- All policies related to the employees are posted on the intranet for public viewing.
- Non – executive employees have the facility of overtime payment and holiday pay for working beyond the prescribed working hours as and when required.
- TPDDL also ensures safety, welfare and social security of the employees and ensures that employees working under Business Associates are extended full protection through various statutory compliances.
- TPDDL strictly adheres to all the provisions of labor laws and statutorily compliances and there is no instance of any forced or compulsory labor practices.





### **Principle 5: Business should support the effective abolition of child labor.**

- For appointment in the company, the minimum age prescribed and scrupulously followed is 18 years.
- All contractors are forbidden to engage child labor. Contractors are signing TPDDL's General Conditions of Contract, clause 16 of which forbids them to engage child labor in compliance to the CHILD LABOUR (PROHIBITION AND REGULATION) Act 1986.
- Government enforcement agencies like Inspectors from labor department are free to inspect the sites to check for employment of child labor. Those found guilty are liable for disciplinary action by the Government.
- Records of the laborers engaged by the contractors are kept at worksites which indicate the age of labor hired.
- TPDDL has a SLA (Service Level Agreement) with business associates to uphold principal enshrined in global compact, compliance with all applicable Labor laws etc.
- TPDDL has got Child Remediation Policy in place with a process defined for discouraging child labor and steps to be taken after the detection of child labor. Under this process if young worker found at site will take care of his/ her education/vocational training till the worker attain the age of 18. For proper monitoring a Child Remediation team is constituted having representation from Corporate Sustainability, Finance, HR, BA & Legal, Corporate Strategy & Planning and partner NGO.



**Principle 6: Business should support the elimination of discrimination in respect of employment and occupation.**

- TPDDL Code of Conduct & TPDDL Ethics policy equipped with the recruitment & promotion rules takes proper care of eliminating such discrimination.
- Job specifications have been laid down for the purpose of recruiting the right person for the right job.
- TPDDL follows a grievance procedure that can be invoked by aggrieved employee relating to wage payment, increment, recovery of dues, working conditions, leave, allotment of quarters, medical facilities, Seniority, Transfer, Promotion and like issues. The grievance address process in TPDDL is carried out in 3 different ways-
  - through SARTHI – the employee helpline
  - through Public Grievance Cell
  - through direct responsibility centers as & when it occurs.
- Unions and associations representing the various levels of employees have easy access to the management to discuss and resolve discriminations, if any, quickly and effectively.
- Preference is given to SC/ST candidates in campus recruitments by transparently lowering qualifying marks, without diluting merit.
- Special provision has been made in the job portal on TPDDL website to invite applications from SC/ST candidates.
- TPDDL's commitment on Affirmative Action has been displayed on the website.
- The company provides equal opportunity to females to be a part of the TPDDL family and as a result, the male female ratio in the company is improving every year.

Year / No. of Employees	Male	Female
2008-09	3538	427
2009-10	3544	454
2010-11	3771	464
2011-12	3406	452

- Quality and cost being equal, TPDDL shall give preference to enterprise of SC/ST promoters for inclusion in its supply chain, provided such companies transparently and voluntarily share this information prior to bid participation. It has included members of Dalit Vyapar Association in its supply chain.



**Principle 7: Business should support a pre-cautionary approach to environmental challenges.**

**TPDDL Climate Change Policy :**

‘TPDDL will play a leadership role in climate change by being knowledgeable, responsive and trustworthy and by adopting environment friendly technologies, business practices & innovation, while pursuing our growth aspirations and enhancing shareholder value.

TPDDL will measure its carbon footprint and will strive to :

- Be the benchmark in the segment of industries on the carbon footprint of our operations.
- Engage actively in climate change advocacy and the shaping of regulations of business.
- Incorporate ‘green’ perspective in all key organizational processes.’

**TPDDL IMS Policy:** ‘We ensure a safe & healthy environment and workplace conditions with due regards to environmental protection, compliances, applicable laws and regulations’.

This is achieved by:

- Ensuring continual improvement in our Environmental, Occupational Health and Safety Management Systems to protect natural resources and eliminate/reduce occupational health hazards and safety risks.
- Combat Climate Change committee in place to work on the initiatives which can be taken to address the concerns of Climate Change & Global warming. It monitors & evaluates various processes to reduce the carbon emission, carbon foot print calculation, defining abatement levers for cutting down the carbon emission, conservation of natural resources, optimization of energy used, sensitization of stakeholders and various other means to curb the effects of Climate Change.
- Complying with all applicable Environmental, Occupational Health & Safety laws and legislations.
- Institutionalizing effective resource management with specific focus on energy saving, land utilization, tree plantations and strengthening pollution prevention & waste minimization practices.
- Enhancing environmental, health and safety awareness amongst all stakeholders through communication and training.
- Being an ISO 14001:2004 and OHSAS 18001:2007 certified company; TPDDL has established an environmental management system that helps them to demonstrate environmental responsibility.

- TPDDL has done extensive Environmental Aspect & Impact Assessment and for Significant Aspect it has defined mechanism in place through documenting Work Instruction / Operating Guidelines. On a regular basis “Environmental Aspect & Impact Assessment” is updated so that it remains current & effective.
- Organization Objectives are specifically focused on Energy Conservation measures, Climate Change, Land utilization & Tree Plantation. Improvement Programs are also made for mitigating / eliminating significant Aspects / Hazards.
- Operations related wastes are disposed of in the most appropriately suited manner e. g.
  1. Waste oil is collected by an authorized collection agency and disposed in an appropriate manner
  2. Lead Acid batteries which are hazardous are also disposed of to agencies which deal specifically with the disposal of these
  3. Biomedical wastes which are hazardous in nature are also appropriately disposed off
  4. Nonferrous scrap is sold off through authorized recyclers only
- There is an enhanced focus on Climate Change in the company, as it is one of the focus areas of Tata Group. The carbon footprints created by the officials of TPDDL travelling by their vehicles to & from the office were estimated by Strategy Group based on the inputs provided by various groups
- Regular mails have been generated by DSM & EE group of TPDDL for awareness of Energy conservation, Climate Change and environment related issues.
- 108 MW combined cycle gas based power plant has been commissioned. Following measures have been adopted to address the risks which may arise:
  - An ON & OFF Disaster Management Plan has been prepared which specifies the safety instructions to be followed to prevent any incident that can pose a threat to the environment.
  - A Safety Team at site with well defined duties and responsibilities has been constituted to prevent any untoward incident that can pose a threat to environment.
  - Continuous Emission Monitoring System (CEMS) will be installed to monitor all stack emissions and remedial measures shall be taken if the emissions exceed the statutory norms.



## **Principle 8: Business should undertake initiatives to promote greater environmental responsibility.**

A few of the processes initiated to promote greater environment responsibility are given below-

- Reduction of Aggregate Technical & Commercial loss from 13.20% in FY 2010-11 to 11.43% in the FY 2011-12.
- Plantation of 12500 saplings across the zones, public places, district offices & training center of TPDDL against the target of 5000 saplings given by Delhi Govt. Company signed a MoU with Govt. of Delhi, becoming its Greening Agent for plantation across North & North West of Delhi.
- Consumer groups are made aware for climate change & other environmental concerns through RWA meetings, distribution of pamphlets & booklets in consumer meets, message on bills and through banners & posters at various locations.
- A monthly Climate Change newsletter containing information about company's initiatives to combat the adversities of climate change & other useful information on Climate Change & Global Warming is circulated every month to employees. Also, climate change quiz, documentaries, presentations & other resource materials are regularly shared with employees.
- TPDDL after a detailed analysis of the load profiles of TPDDL & Delhi Jal Board (DJB, water utility in Delhi) plants, suggested DJB to shift its morning operation hours for water pumping stations by 2 hours. This has helped in minimizing the coincidence with TPDDL peak hours which resulted in a saving of 2 MW of energy from the peak demand. The shift in the operation time of DJB plants was initiated from Aug '09.
- TPDDL identified energy saving potential at Banks ATMs where ACs was running 24 hours at 16-17°C throughout summer. Dialogues were held with Ministry of Environment & Forest (MoEF) which resulted in MOEF issuing guidelines to all the major banks in Delhi to ensure the optimal temperature setting of the ACs of their ATMs.
- TPDDL being a responsible power distribution company advocates energy conservation through a sustained campaign in schools in its areas through TPDDL Energy Club in schools. Since the inception of TPDDL Energy Club in year 2004, it has touched upon the lives of more than 10 lakh individuals through network of 190 schools. Through TPDDL Energy Club, company has been able to sensitize over 1 million individuals since its inception and had conserved about 1.75 million units of electricity in past 3 years cutting the down the carbon emissions by 1.8 million kgs which otherwise would have been generated in producing these many units of electricity by burning coal.
- TPDDL has signed a tripartite agreement with BEE & C Quest Capital to implement Bachat Lamp Yojana (a CDM based scheme launched by BEE). The scheme aims at large scale replacement of incandescent

bulbs in households by CFLs. Under BLY, CFLs are offered at Rs. 15 in exchange of working Incandescent bulbs for residential consumers. Scheme has been launched in October, 2011. Project completed in 6 Districts- appx. 8 lakhs CFLs distributed so far).

- Regular interactions were held with Indraprastha Gas Ltd. to promote the use of Gas Water heaters among the residential consumers as an alternative to the electric geysers. Subsequently, Indraprastha Gas Ltd. has announced the scheme for Gas Water Heaters in Feb'2011.
- TPDDL in association with Bureau of Energy Efficiency (BEE) and ICF International (consultant) developed an Appliance Replacement program for old Refrigerators and Air conditioners. DFID (A UK grant agency) agreed to fund the project. Under the scheme, star rated refrigerators and ACs would be offered at the discounted rates (against the prevailing Market Operating Prices) & existing appliances would be bought back for the safe disposal.
- Appliance Replacement Program was launched in association with LG, Voltas & Godrej to promote Star Rated Appliances- ACs & Refrigerators. Under the program, consumers were offered exchange scheme, under which existing old Refrigerators and Air Conditioners can be replaced with new Energy Efficient BEE Star Rated Refrigerators & ACs. Consumers got benefited by the reduction in energy bills, special discounts on market prices, good salvage value for old appliance. Scheme was available from 1st Aug, 2011 to 31st Oct, 2011. Over 4000 star rated appliances were sold under the scheme.
- TPDDL is a member of steering committee on developing the 12<sup>th</sup> Five year plan for Demand Side Management & Energy Efficiency
- In order to promote energy efficiency, TPDDL is emphasizing upon use of energy efficient appliances. With regard to this, TPDDL is ensuring that the appliances purchased henceforth are star rated & energy efficient ones.

To begin with, TPDDL has issued guidelines to its procurement group for the following items:

- Air Conditioners (5 Star Air Conditioners)
- Distribution Transformers (3 Star)
- T5 tube lights & electronic ballast (instead of T12 tube lights & magnetic chokes)
- Consumer outreach programs are being organized at various Forums- RWAs, Consumer meets. The presentations were given by well-established energy sector professionals from EE & REM, BEE, TERI, OEMs, etc. All consumer meets have climate change/ energy conservation as a part of agenda. Energy conservation tips are circulated & shared with consumers in the RWA meets every month.
- To raise the awareness on Renewable Energy and its efficient use among the residential consumers, Renewable Energy fair was organized in association with State Designated Agency (SDA) and RWA Members.
- Sessions are conducted for IWA members where representatives from OEMs were invited to educate consumers about the concept of energy audit and its benefits. Subsequently, a walk through audit was conducted for 2 industries and key findings were shared with industrial consumers.



**Principle 9: Business should encourage the development and diffusion of environment friendly technologies.**

The waste generated in TPDDL is disposed off as per applicable DPCC (Delhi Pollution Control Committee) Guidelines.

**List of waste produced with quantity, quality (i.e. analysis performed) and disposal routes-**

<b>Domestic</b>	General domestic waste from canteen
	Office and Site waste
<b>Hazardous</b>	Reusable transformer oil
	Non ferrous waste –cable
	Bio medical waste

- Storage of waste - Transformer oil is stored in Sealed Drums. The oil is sold to recyclers approved by DPCC (Delhi Pollution Control Committee). Office waste of domestic nature are collected and disposed off in MCD (Municipal Corporation of Delhi) bins, bio medical waste generated at various dispensaries of TPDDL is sealed in a puncture proof plastic bag and sent to registered Bio-Medical waste treatment centers approved by DPCC.  
Old Lead Acid Batteries are stored in concrete floor and sent to suppliers under “Buy Back Scheme”
- Ozone depleting substances (Chloro Floro Carbon): TPDDL does not use any Ozone Depleting substance (CFC). All ACs used by the company have R-22 & R-134 gas & star rated by BEE.
- Company is working in collaboration with Tata BP Solar for accelerating the deployment of Solar Water Heaters in TPDDL area and planning to spread awareness through Resident Welfare Association meetings.
- TPDDL has replaced 250W HPSV lamps with 100W LED fixtures for 18 streetlights on a pilot basis. The performance of these fixtures was analyzed on various aspects like power consumption, harmonics, power factor and illumination level. The energy savings were to the tune of 65% and illumination level of LEDs was also comparable to HPSV. Report indicating key findings submitted to BEE.
- TPDDL has replaced the existing T12/T8 tube lights with LED tube lights at its Corporate Office. 350 tube lights have been replaced with 16 W LED tube lights. The energy savings envisaged are to the tune of 65%.

- 750W metal halide fixtures were replaced with 140W LED fixtures (per hoarding), for all TPDDL advertising hoardings. 75% reduction achieved in energy consumption. A report indicating key finding was submitted to State Designated Agency.
- TATA Power-DDL has recently got approval to implement Automated Demand Response Program for its Top 250 Commercial & Industrial Consumers. Under the project, consumers will be incentivized to reduce their unessential loads during periods when power purchase costs are high or during peak periods.
- A pilot project for replacing High Pressure Sodium Vapor lights with LED lights for street lighting purpose is over. A baseline measurement & study of its performance is in process.
- LED lighting proposed in upcoming 108 MW gas based plant. A pilot project for LED street lighting over. A pilot project for using solar power for traffic light is already over. 1 MW solar power panel is under is in the installation process in one of the offices.
- Use of 5 star rated ACs in the company. Audio & video conferencing for employees to reduce the carbon footprint due to travel for meetings.
- TPDDL is propagating whitening of roof which decreases the temperature of the room significantly and less of power is used in cooling of rooms. One such pilot project is completed successfully.
- TPDDL is propagating sun reflect paint for roof and exterior walls which decreases the temperature of the room significantly and less of power is used in cooling of rooms. One such pilot project is completed successfully. Subsequently a sensitization session about the Cool roof paint was conducted at one of the RWA meets.





**Principle 10 : Business should work against corruption in all its forms, including extortion and bribery.**

- The company focuses on extensive counseling to the employees for promotion of ethical behavior in the organization. TPDDL is driven by its strong value system which has its roots in the TATA Code of Conduct. TPDDL Code of Conduct is signed by every employee while joining pledging to abide by the code of conduct. It states that ***“TPDDL and its employees shall neither receive nor offer or make, directly or indirectly, any illegal payments, remuneration, gifts, donations or comparable benefits which are intended to or perceived to obtain business or uncompetitive favors for the conduct of business. The company shall cooperate with governmental authorities in efforts to eliminate all forms of bribery, fraud and corruption.”***
- The organization’s Ethics and value system has been assimilated and institutionalized in the form of an Ethics policy. A fully fledged ethics committee is in function which is chaired by CEO, TPDDL. The committee is comprised of an apex team of 13 senior management members at its top followed by 19 member team of Ethics Officers coming from middle management. These Ethics Officers cover every nook & corner of company with each officer having 5 to 7 Ethics Champions under him taking care of every unethical practice including anti corruption acts.
- A full-fledged Vigilance Department exists which is headed by a Head of Governance. The head of group is responsible for ascertaining a fair and an unbiased investigation process as well as ensuring the execution of the penalty if awarded. Vigilance cases are regularly monitored by this group and reports are put up on a regular basis to the competent authorities. The disciplinary actions taken are as per the service rules.
- Pro Active Vigilance group came into existence for carrying out surprise raids, on spot checking of Field staff executives & BA staff at consumer’s premises, checking of materials at stores and receiving & resolving IVRS complains.