



# COMMUNICATION ON PROGRESS (FY 2007-08)

**NORTH DELHI POWER LIMITED  
(A TATA POWER & DELHI GOVERNMENT JOINT VENTURE)**

**Celebrating 'Performance Assurance' as the theme of the year**



Mr. Sunil Wadhwa

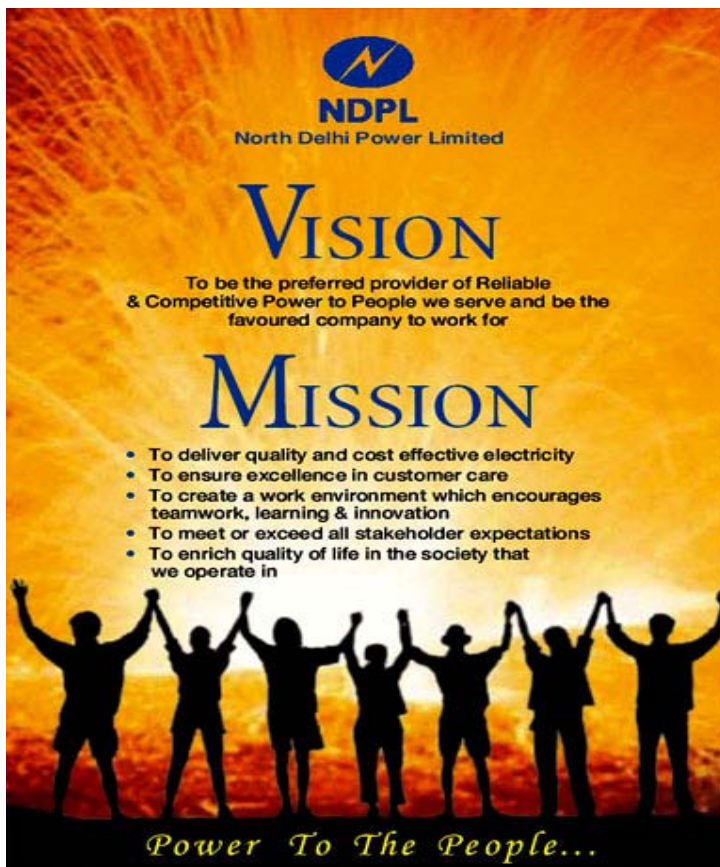
CEO & ED

North Delhi Power Limited (NDPL) was founded on July 1, 2002 through public/private partnership framework as a 51:49 joint venture between TATA Power and Govt. of Delhi. NDPL distributes electricity in North & North West part of Delhi and serves a population of about 4.5 million people spread across 510 sq kms. It has a registered consumer base of about 1 million, a peak load of 1150 MVA and an annual energy consumption of around 5900 MUs.

Being one of the TATA Group of company NDPL is committed to ensure a healthy, unbiased work ambience for its employees and to care for the society in which we are operating. Subject matter of some of the UN global Compact Principles is also a part of our vision and mission. Therefore the company pledges to continue its support to UN Global Compact Society through its policies, processes and services.

**SUNIL WADHWA**

**CEO & ED, NDPL**



**NDPL**  
North Delhi Power Limited

## NDPL CORE VALUES

NDPL is a value driven organisation and these values continue to direct the company's growth and business. The five core values underpinning the way we do business are:

### INTEGRITY

We must conduct our business fairly, with honesty and transparency. Everything we do must stand the test of public scrutiny.

### UNDERSTANDING

We must be caring, respectful, compassionate and humane towards our colleagues and customers and always work for the benefit of the communities we serve.

### EXCELLENCE

We must constantly strive to achieve the highest possible standards in our day-to-day work and in the quality of goods and services we provide.

### UNITY

We must work cohesively with our colleagues across the group and with our customers and partners to build strong relationships based on tolerance, understanding and mutual co-operation.

### RESPONSIBILITY

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.

**POWER TO THE PEOPLE**



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

### **Systems**

There are specific provisions for human rights in the company's policies. The substratum of these policies ensures that its employees enjoy the fundamental human rights.

NDPL has provisions and comprehensive systems for Safety, Occupational Health, Environment & Disaster Management (SHE & DM), housing and education.

### **Actions**

#### **Safety, Occupational Health, Environment & Disaster Management**

The company follows Occupational Health and Safety Assessment Series OHSAS 18001: 1999



The following are the various steps taken by the company for SHE & DM commitment and implementation

- All contents of the SHE & DM are complied by various means, identified & defined in NDPL.
- Environmental & OH&S 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.

Compliances Title	Weightages for Qtr 1	Scores Obtained	Weightages for Qtr 2 & 3	Score Obtained	Score Obtained	Weightages for Qtr 4	Score Obtained
License	7.5	7.5	10	10	10	10	10
Regulatory	7.5	6.9	5	5	4.75	2	2
**MYT Order	-	-	-	-	-	3	3
Electricity Act	5	5	7.5	7.5	7.5	7.5	7.5
Electricity Rules	5	5	10	10	10	10	10
*Works of Licensee Rules	-	-	5	5	5	5	5
*Treatment of Income from other sources	-	-	5	5	5	5	5
*CEA Regulations 2006	-	-	5	4.5	4.5	5	4.5
Supply Code & Performance Standards	10	10	10	10	10	10	10
DERA 2000	5	5	3.5	3.5	3.5	3.5	3.5
Companies Act	10	10	11.5	11.5	11.5	11.5	11.5
Taxes	10	10	5	5	5	5	5
PF/ESI /Labour	10	9.9	5	4.95	4.95	5	4.86
Global Compact	10	10	5	5	5	5	5
Environmental	10	10	5	5	5	5	5
OHS	10	10	7.5	7.45	7.5	7.5	7.5
Score obtained (in % )		99.3		99.4	99.2		99.36

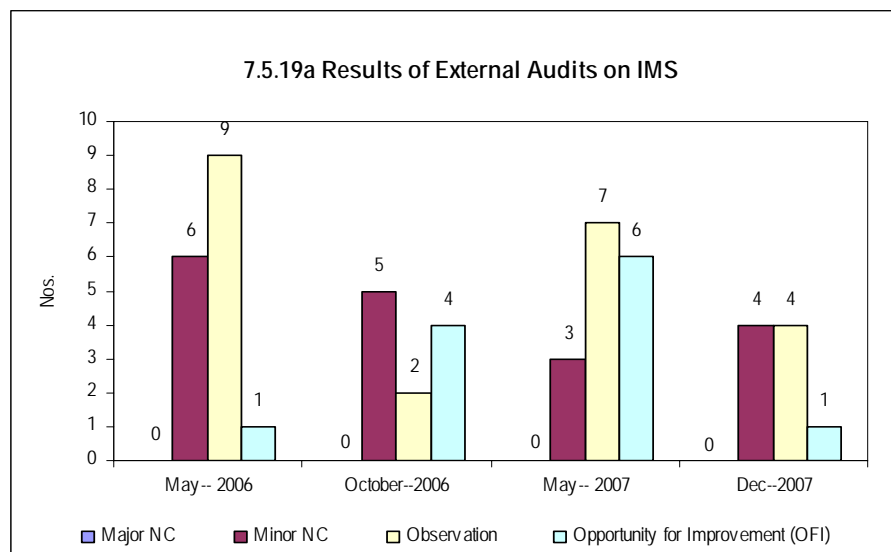
- \*New compliances introduced in Second quarter
- \*\* New Compliance introduced in Fourth Quarter

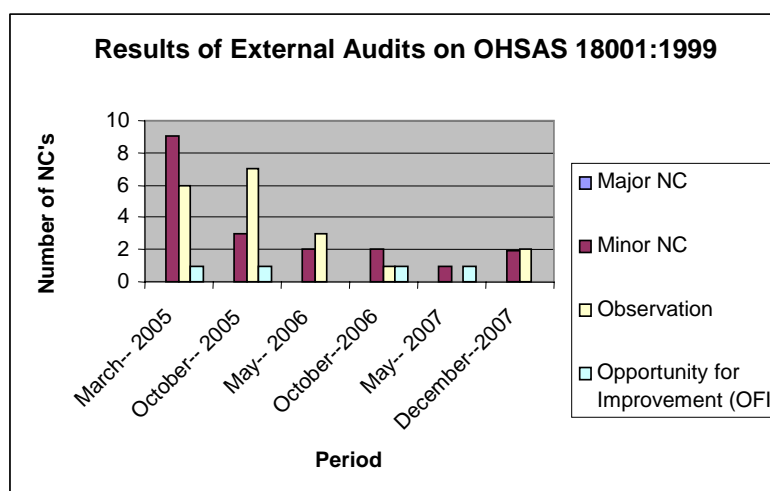
- All incidents / accidents are captured/recorded location- wise by concerned personnel as well as by SHE & DM Group & investigation report is prepared to get to the root cause and all findings are consolidated on as & when basis to know the trends of accidents. Trends for last year 1 year are as highlighted below -

Accidents FY 2007-08					
	Employee	Contractor	Public	Animal	Total
<b>Fatal</b>	<b>0</b>	<b>4*</b>	<b>7</b>	<b>2</b>	<b>13</b>
<b>Non Fatal</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>6</b>
<b>Total</b>	<b>2</b>	<b>7</b>	<b>8</b>	<b>2</b>	<b>19</b>

\* including one Non Electrical

- Periodic audits are carried out by internal as well as external auditors to know the effective institutionalization of SHE & DM. Results of external audits are given below which shows reducing trends of NC's (non-conformance)





NDPL has identified all emergencies and location wise Periodic Mock Drills are carried out to know the gaps between Planned Vs Actual and accordingly actions are taken.

- NDPL has identified various means for communicating Safety Policy & concern to all employees, stakeholders & interested parties.
- Training on IMS(Integrated Management System) is conducted with 12 sessions involving participants from Zones, Districts, Admin. (security), NDPL training center – training, systems & also new inductees.
- Training on Safety & First Aid organized as per training calendar of NDPL
- Safety included as a one topic for orientation training for newly inducted employees
- Periodic Safety audits are conducted in the zones to check the condition of tools / PPEs and also the safety related records
- In-house training on Safety carried out for AMC's (Annual Maintenance Contract) technician & supervisors.
- Safety Check Sheet inspection at all ongoing project sites are carried out regularly by Project Officer to ensure compliance of contractors.
- For ensuring effective institutionalization of safety management at NDPL, management has constituted SHE & DM Group and has released three tier Safety Management System encompassing Local Level Safety Committees to apex level committee
- For ensuring effective control on the implementation of SHE & DM, a strong team of Nodal Safety Offices (NSO) and Safety Coordinators (SC) are identified from the staff in O&M, Projects, and COS etc. They all take care of SHE & DM related activities i.e. audit, implementation of safety guide lines / processes, awareness training etc. in their respective area. The group meets regularly along with senior team to exchange views.



- NDPL has displayed Quality and Safety Display boards at all the locations for effective mass communication of SHE & DM activities, guidelines and initiatives, etc.
- NDPL has conducted Building Safety Audits of all its buildings to ensure healthy safety environment.

### **Performance**

- Health awareness programs conducted-
  - HIV / AIDS awareness session by in-house doctors
  - Basic health education for employees & their dependents
  - Stress Management classes imparted to employees
  - First-Aid Training with CPR & Occupational Health at dispensaries & training center
- With the stability of SHE & DM Management Systems since certification, frequency of conducting SHE & DM task force meeting has been recently amended and made once in 2 Months.
- Clean drinking water has been ensured at all the locations. 9 District and all the 46 Zonal offices have been renovated to make them employee friendly and convenient.

### **Recruitment process**

‘NDPL is an equal opportunity employer’. This is corroborated in the diversity and ethnicity of people who are working for the company. NDPL recruits its manpower according to the guidelines set in the ISO certified Recruitment Policy.

Although company does not prescribe to any reservation/quota system for recruitment, but as a commitment on Affirmative Action, preference is given to SC/ST candidates in campus recruitments without diluting the merit.

### **Performance**

The company provides equal opportunity to females to be a part of the NDPL family and as a result, the male female ratio in the company is improving every year.

<b>Year / No. of Employees</b>	<b>Male</b>	<b>Female</b>
2006	916	73
2007(as on March 31, 2008)	1081	117



## Responsible Corporate

NDPL is in the business of Power Distribution with Generation and Transmission being handled by two different Companies; thereby NDPL does not have control of the entire supply chain. Hence as a responsible corporate, whenever there is an informed load shedding, NDPL informs its consumers of the duration and areas to be affected through various means like Radio, Newspapers, Local announcements etc a day before.

## Performance

- Blood Donation Camps are organized in association with the Red Cross Society of India thrice a year where donors are encouraged to come in large numbers to donate blood. These camps have seen NDPL employees turning up in large numbers. 262 units of blood were collected from two blood donation camps in FY 2007-08.
- 5 awareness programs conducted on chronic diseases at various dispensaries and district offices.
- Conducted 30 trainings on first-aid and occupational health were organized at working places & training center for employees.
- 28 health check-up camps and health awareness programs organized for addressing the health needs of employees and their dependents on chronic & general diseases including diet consultation & health talks.
- 288 employees were sensitized in the last financial year as master trainers and peer educators for HIV/AIDS workplace intervention program who then passes on the sensitization to their colleagues and peer groups.



## Involvement in Communities

As a part of the CSR vision, NDPL has been associating with communities in its area of operation. For effective functioning NDPL involves the local community bodies in its functioning as well – Bhagidari, an initiative of the Delhi Government which solicits participation of residents in development activities is an extremely important forum for NDPL.

## Performance

The following free health check-up camps & health awareness programs have been organized –

- NDPL Doctors and para-medical staff has also been participating actively in the Delhi Government's Pulse Polio campaign vaccinating 5726 children.
- 189 women imparted functional literacy through Computer Based Functional Literacy Program based on software developed by TCS in 8 jj clusters within NDPL distribution area.
- 2634 residents from jj clusters & resettlement colonies treated & medicated for various ailments through free health camps conducted twice a year.
- Drug de-addiction camps initiated in the month of March, 2008 is organized for free medicine distribution & counseling for residents of jj clusters & resettlement colonies thrice in a month.
- Regular check-up camps are conducted for MSSI patients in Delhi
- Monthly medical check ups to 220 children from SOS & Child Home is provided.



## **Safety Measures**

As a Power Distribution Company, NDPL ensures reduction and prevention of possible discomfort and harm from its operations. NDPL has a well defined Safety Policy in place and also carries out Safety Audits of system, network, NDPL installations, sub stations & public installations etc., reports of which are complied at various levels and reviewed by time to time at different levels

- While laying underground cables, we ensure that proper barricades / safety zone with tagging are put up, which are visible at night as well mentioning the name of the contractor and that the job is initiated for NDPL
- NDPL substations are properly fenced to ensure that no human or animal life is endangered
- All standards that apply to specifications related to operational activities like erecting electric poles etc are strictly adhered to.
- Grids have fire barrier walls
- NDPL's Consumer is also the Community. For the company has refurbished all grid stations, zonal offices, district offices (entire network) ensure consumer comfort and conveniences.

### **Other actions related to safety of employees**

NDPL has well defined Electrical Safety Manual, Safety Hand Book and a well laid out process for safety of its employees, assets and public at large. The heart of the process is the Permit to Work, which ensures that all loose ends are tied-up. The permit is issued from a centralized office for ease of tracking. Since work is done in public as well as private areas, the employees as well as contractors use ISI marked tools and tackles during their work. Since NDPL is an ISO 14001:2004 and OHSAS 18001:1999 certified company, it has identified the various impacts and risks with respect to the processes and has developed various guidelines to minimize the impact and risk associated with the work. The various safety committees as per SHE & DM organization chart meets regularly to review the performance of the SHE & DM all across the company.

## **Performance**

- More than 2150 fire extinguishers are already installed all across the company
- More than 40 Fire Mock drill have been conducted across the company in the FY 2007-08

## Care for the Safety of Community at large:

NDPL 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 NDPL's end they are corrected immediately, and those at the consumer's end are communicated to the consumer, regular follow up is done to ensure compliance in the broader interest of public safety.



## Performance

NDPL has provided a full time security guard for the last 3 years in order to prevent encroachment near a low lying 220 KV line.

## Education

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

## Performance

Tied up with Management Development Institute (MDI), Gurgaon for “Post Graduate Course in Energy Management”. 2 employees have been sponsored in the FY 07-08.

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 are under going through 3 semesters.

NDPL has tied up with IMI for part time MBA and 5 executives per year \ and 50% of fee is borne by NDPL.

33 employees were sponsored for ‘Advanced diploma in Power Distribution Management’ conducted by IGNOU.





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

### Systems/Actions

- NDPL, being a joint venture of Tata Power and Delhi government, has come to inherit the government regulations for employees under FRSR Structure and, therefore, protecting human rights and ensuring that it is not complicit in human rights abuses, is a natural extension to its policies and programmes.
- A Grievance redressal procedure is established to provide a fair detailed process whereby employees may voice complaints concerning issues related to their employment. The objective is to improve employee-management relations through a prompt and fair method of resolving problems. NDPL has also initiated Meet the CEO scheme in which any employee whose grievances is unaddressed can directly go and meet the CEO.
- NDPL is having an employee helpline called SARTHI where employees register their concerns, which are escalated to appropriate levels and addressed in due course of time.
- NDPL pays Over Time/Holiday Pay Shift allowance for employees (non executive) under FRSR Structure if they work beyond the prescribed working hours-

	No. of hours	No. of Days	No. of persons	Total amount given(in Rs)
Overtime	39930	-	1363	42,95,968
Holiday pay	-	23121	1879	1,06,00,052

- Awareness programs for the contractors and head of the departments have been conducted to educate them on the statutes applicable to contract labour.
- The company also has a Sexual Harassment Policy in place that enables employees to work without fearing prejudice, gender bias and sexual harassment.



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

**Systems**

NDPL has three layers of employees: workmen, supervisors and executives.

- Workmen at NDPL (under the FRSR Structure) are a part of Delhi State Electricity Worker's Union which is affiliated to INTUC (Indian National Trade Union Congress).
- Employees at the supervisory level (under the FRSR Structure) also have their own associations i.e. Junior Engineers Association and Substation Technical Staff Association which are also affiliated to INTUC
- The executive cadre (under the FRSR Structure) has an Engineers Association affiliated to INTUC

**Actions**

- The company has formed a Joint Interactive Forum for providing a platform for employees (all cadres) to discuss issues pertaining to employee, consumer as well as organization concerns. All decisions pertaining to employee welfare is taken in consultation with unions/associations to encourage participative decision making. These meetings are held at three levels i.e. Zonal, District and Corporate.
- 03 Union Management meetings in all have been held in the FY 2007-08, due importance was given to all the issues raised by the union and all of them either have been or are in the process of being addressed.





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

### **Systems**

- No employee is required to deposit any sum of money for employment in NDPL.
- Exit interviews are conducted for all employees leaving the organization in order to take feedback on the companies practices and areas of improvement
- FAQ's for labour laws and statutory acts have been prepared -
  - FAQ on Contract Labour Act
  - FAQ on Gratuity Act
  - Apprentice Act 1961
  - Minimum Wages Act
  - EPF and Miscellaneous Provision Act
  - Workmen compensation Act

### **Actions**

- When defining workforce, NDPL includes all category of employees including the outsourced ones.
- Appointment orders issued by the company specifically state the various clauses & conditions of appointment.
- All policies related to the employees are posted in a common domain for public viewing.
- NDPL at times also waives off the notice period for exiting employees on request in case the employee is leaving for a personal reason or joining any other company of TATA group.
- Employees (non executives) under FRSR structure have the facility of over-time payment and holiday pay for working beyond the prescribed working hours.



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

### **Systems**

- For appointment in the company, the minimum age prescribed and scrupulously followed is 18 years.
- All employees are paid much above the minimum wages prescribed from time to time. Free and complete health care is given to all the employees. The company has a scholarship scheme in place for employees under FRSR structure
- The youth in the workman cadre is especially developed by providing them regular opportunity to be groomed in the technical field by sending the potential ones for ITI training after the clearance of which they are inducted back in the organization, with higher responsibilities.

### **Actions**

- All contractors are forbidden to engage child labour.
- Government enforcement agencies like Inspectors from Labour Department inspect the sites to check for employment of child labour. Those found guilty are liable for punitive action by the Government.
- Records of the laborers engaged by the contractors are kept at worksites which indicate the age of labour hired
- NDPL has a SLA(Service Level Agreement) with business associates to uphold principal enshrined in global compact, compliance with all applicable Labor laws etc.



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

**Systems/Actions**

- As a joint venture of the Delhi government, NDPL is bound to follow the Government directives for employees under FRSR structure, which are abundantly clear against any discrimination in any matter (i.e. religion, caste, creed, gender, physically challenged)
- NDPL Recruitment and Promotion Rules enumerate qualifications, skills and experience required by candidates for recruitment and promotion at various levels. Job specifications have been laid down for the purpose of recruiting the right person for the right job.
- NDPL 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 NDPL is carried out in 3 different ways-
  1. through SARTHI – the employee helpline
  2. through Public Grievance Cell
  3. through direct responsibility centers as & when it occurs.
- Another effective tool used by NDPL towards building bridges are the Joint Interaction Forums which meet every month to discuss and resolve issues that workers have with the top management.
- 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.
- The company imparts training across all cadres and across all functions based on the need of the employees and does not discriminate on any such regard.

## Performance

Employee related grievances status as updated last is as follows-

Department	Grievance Received	Grievance Resolved	Grievance Pending
HR, Admin & F&A	1618	1618	0
IT (Software & Hardware)	6951	6951	0

NDPL has adopted the Code on Affirmative Action and has adopted several concrete steps.

## Commitment

- NDPL believes that equal opportunity in employment for all section of society is component of its growth and competitiveness. It further believes that inclusive growth is a component of growth and development of the country.
- NDPL affirms the recognition that diversity to reflect socially disadvantage sections of the society in the work place has a positive impact of business.
- NDPL will neither practice nor support conscious discrimination in many form.
- NDPL does not bias employment away from applicants belonging to disadvantaged section of society if such applicants possess competitive skills and job credentials as made public.
- NDPL's selection of business planner is not based on any consideration other than normal business parameters. In case of equal business offers, NDPL will select a business partner belonging to a socially disadvantaged section of society.
- NDPL will make all efforts for skills up gradation and employability of socially disadvantaged section of society in order to enhance their living standards, and competitive skills.

## **Systems/Actions**

- Preference is given to SC/ST candidates in campus recruitments by transparently lowering qualifying marks, without diluting merit.
- 6% of the total recruits at the entry level of 2008 belong to SC/ST community.
- Special provision has been made in the job portal on NDPL website to invite applications from SC/ST candidates.
- NDPL's commitment on Affirmative Action has been declared on the website.
- Preference is being given to SC/ST candidates in departmental competitive examinations and promotions by lowering qualifying marks, without diluting merit.
- Quality and cost being equal, NDPL 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 for suitable utilization.



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

NDPL's Safety Policy states that:

***NDPL is committed to provide a safe working place and an Environment to its employees and other stakeholders as an integral part of its business philosophy and values.***

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.
- Complying with all applicable Environmental, Occupational Health and 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
- Investigating all workplace incidents & accidents in order to mitigate unsafe conditions or practices
- Enhancing Environmental, Health and Safety awareness amongst all stakeholders through communication and training

### **Systems**

- Being an ISO 14001:2004 and OHSAS 18001:1999 certified company, NDPL has established environmental management systems that help them demonstrate environmental responsibility.
- NDPL also carries out audits on SHE & DM.
- Three Internal Audits have been carried out covering over 20 zones, 34 Departments/ Functions /Groups.
- Two Surveillance Audits have been carried out by Certification Body – DNV.
- NDPL has done extensive Environmental Aspect & Impact assessment. For significant aspect it has either control defined mechanism by documenting

- Work Instruction/Operating Guidelines to be followed whenever that Activity is performed or through “Improvements” for which objectives been identified as an area for improvement and defines a detailed Action Plan. This is regularly reviewed through SHE & DM Task Force meeting to ensure its progress as per target time. On a regular basis “Environmental Aspect & Impact Assessment” is updated for its suitability and effectiveness.
- SHE & DM related objectives are specifically focused on energy savings, land utilization & tree plantation. Improvement programs are also made for mitigating/eliminating significant Aspects/Hazards.





- Energy Conservation - Operations related wastes are disposed off in the most appropriately suited manner. For e.g.
  - Waste oil is collected by an authorized collection agency and disposed in an appropriate manner
  - Lead Acid batteries which are hazardous are also disposed off to agencies who deal specifically with the disposal of these
  - Biomedical wastes which are hazardous in nature are also appropriately disposed
  - Non ferrous scrap is sold off through authorized recyclers
  - Wooden crates / packing materials especially metal is recycled to be used as fencing material

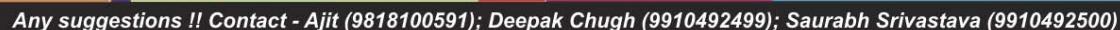
### Actions

- NDPL is conscious of its responsibility as a Power Distribution Company and advocates Energy Conservation through a sustained campaign in schools in its areas called the NDPL Energy Club. In the larger context of resource protection and sustainable development, NDPL has devised this innovative approach to Energy Conservation through its Energy Club, aiming at creating awareness and consciousness about energy conservation among school children. The program has also resulted in creating awareness in the minds of consumers in our area about amount of power consumed by various household appliances so that energy conservation can be effectively incorporated in daily life.



Activity	Status Till date
Energy Club- No. of schools/ students covered	<ul style="list-style-type: none"> <li>2,02,700 students, parents, friends/ neighbors covered and sensitized across 50 schools including 30 govt. schools.</li> </ul>
Energy Club- No. of melas / workshops held	<ul style="list-style-type: none"> <li>Five workshops of Energy Club held to take the initiative forward.</li> <li>Students from 50 member schools participated in banner making, nukad natak, science model display, debate and essay writing took place in Urja Mela. Winner students were awarded and the overall winner school was awarded Urja Cup.</li> </ul>

- To ensure timely execution of its projects and maintenance work NDPL maintains healthy working relationship with Ministry of Forests, Ministry of Irrigation, Electrical Inspector, PWD, MCD and other Regulatory Authorities. All the stakeholder transactions are transparent and confirm the strictest norms as laid out by the company. The transactions are audited by an independent body time to time.
- Being an ISO 14001:2004 and OHSAS 18001:1999 certified company, all the hazardous wastes are segregated at source and sold only to authorized recyclers thereby the environment ill effects are reduced. Biomedical wastes which are hazardous in nature are also appropriately disposed from all our dispensaries.
- Preservation and sustainability of resources: NDPL's services have very little environmental impact including flora and fauna. All the waste paper and paper articles are reused within the company like double side printing, envelope reuse etc. Wooden crates / packing materials especially metal are recycled to be used as fencing material for our grid stations.

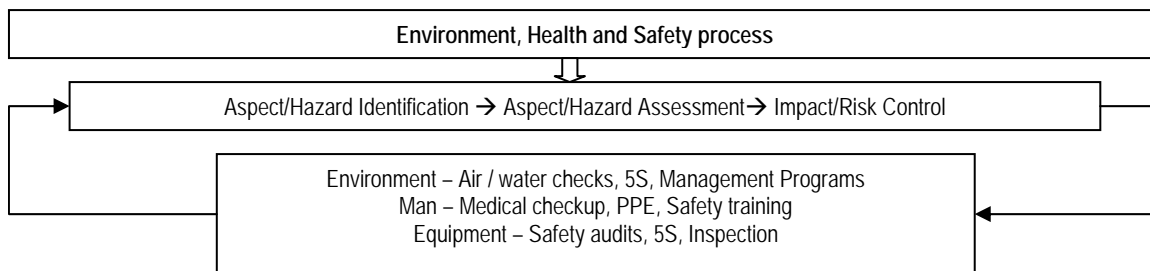




## Principle 8: Business should undertake initiatives to promote greater environmental responsibility.

### Systems

NDPL has planned and deployed the requirements of the systems, as shown below



\* 5 S pertains to Discipline, Clearing, Organizing, Standardizing & Cleaning

### Actions

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

- Reduction in Energy consumption at NDPL offices & sites.
- Reduction of Aggregate & Technical loss reduction from 23.73% to 18.5% in the financial year 2007-08.
- Provision of different bins for collection & segregation of office waste in all office locations.
- Provision of water level indicators has been put in overhead tanks in various NDPL offices so as to reduce/stop wastage of water.
- Plantation of 2500 saplings across the zones, district offices & training center of NDPL.





Bamboo Plantation drive initiated by top management at NDPL training center  
Followed by plantation all across the NDPL establishments



- Sensitization of employees has been carried out on World Environment Day to create awareness on environmental issues emphasizing on resource conservation, resource pooling and adopting waste minimization practices.
- IT enabled services like SAMBANDH, SAP, SAKSHAT have been developed not just to mechanize the process but also to reduce the paper usage saving lots of trees to fall.



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

**Systems/Actions**

In NDPL the different type of waste generated 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 bins, bio medical waste generated at various dispensaries of NDPL 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 send to suppliers under “Buy Back Scheme”

- Ozone Depleting substances (CFC):

NDPL does not use any Ozone Depleting substance (CFC). All ACs used by the company have R-22 & R-134 gas.

## Performance

• Waste sold/disposed-				
ITEMS	F/Y	U/M	SOLD	CURRENT
			QTY	STOCK AS ON
				4/30/2008
CONDUCTOR(Trans)	7-Jun	MT	147.478	40.721-MT
	8-Jul	MT	176.81	
CABLE(AI)	7-Jun	MT	342.15	60.160-MT
	8-Jul	MT	179.28	
Transf OIL	7-Jun	KL	138.908	32.705-KL
	8-Jul	KL	139.92	
WOOD(Drum+Misc)	7-Jun	MT	374.645	56.221-MT
	8-Jul	MT	244.35	

BATTERY				
ITEMS	F/Y	U/M	SOLD	CURRENT
			QTY	STOCK
BATTERY 12 V	06-07	NO	5	2-Nos
	07-08	NO	0	
BATTERY 2 V	06-07	NO	375	109-Nos
	07-08	NO	0	
CAPISTOR CELL	04-05	NO	233	108-Nos
	05-06	NO	189	
	06-07	NO	125	
	07-08	NO	0	
DRY CELL	06-07	NO	0	0
	07-08	NO	0	
AUTO BATTERY	06-07	NO	0	0
	07-08	NO	0	
NON FERROUS METAL (Copper)	06-07	MT	2.09	4.736-MT
	07-08	MT	15.86	

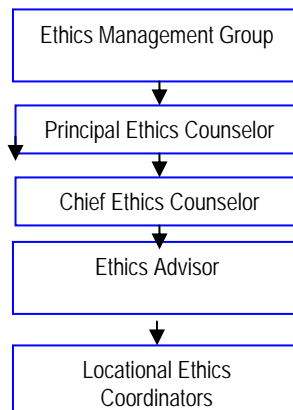


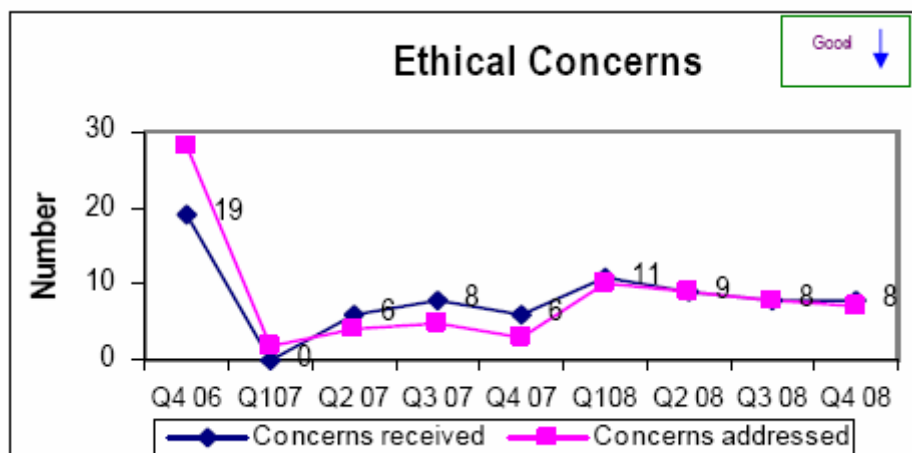


## Principle 10: Business should work against corruption in all its forms, including extortion and bribery.

### Systems/Actions

- 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
- The vigilance team plans and monitors measures (such as conducting surprise checks) for proactive vigilance in order to ensure ethical conduct of the employees.
- The company focuses on extensive counseling to the employees for promoting ethical behavior. NDPL as all other TATA group companies is driven by its strong value system which has its roots in the TATA Code of Conduct. The organization's Ethics and value system has been assimilated and institutionalized in the form of an Ethics policy. This is introduced to the employees at the time of orientation and its spirit reinforced through the Ethics Counselor at the apex level, supported by the Locational Ethics Coordinators, who have been assigned to all locations within the organization and who help the employees sort out their ethical dilemmas (refer to the fig below)





NDPL prefers and expects its suppliers, partners and associates to adhere to its Ethics & Value system which provides for strict disciplinary action in case there is a breach of the code of conduct. The organization is in the process of educating suppliers, partners and associates on the Code of Conduct and value systems.

- Dealings with local authorities - NDPL has a clearly defined policy on interacting with local officials, which clearly discourages any favors to get work done.

## Performance

YEAR	Complaints at the beginning	Complaints received during the year	Total Complaints	Complaints resolved during the year	Complaints balance at the end of year
<b>2006 - 07</b>	9	95	104	99	5
<b>2007-08</b>	5	131	136	133	3

YEAR	Vigilance cases at the beginning of the year	Vigilance cases booked during the year	Total Vigilance cases	Vigilance cases finalized during the year	Vigilance cases pending at the end of the year	Suspension
<b>2006 - 07</b>	23	12	35	6	19	2
<b>2007-08</b>	16	9	25	18	7	6