



**North Delhi Power Limited**

**COMMUNICATION ON PROGRESS  
(FY 2008-09)**

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

*Celebrating 'Maturity & Self Sustenance' as the theme of the  
year*



## *Message from CEO & ED*



**NDPL is committed to ensure a healthy, unbiased work ambience for its employees and to care for the society in which we are operating. Contents of UN global Compact Principles are an integral part of our vision and mission. Thus, the company commits to continue its support to UN Global Compact Society through its policies, processes and services. We, at NDPL believe that creating & maintaining responsible approach towards stakeholders & environment is more than just an ethical mandate. This is the way towards sustainable development.**

**Sunil Wadhwa**

**CEO & ED, NDPL**



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

### Systems/Actions

There are specific provisions for human rights in the company's policies. The substratum of these policies ensures 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.

The company follows IMS procedures for Quality, Safety, Health, Environment & Social Accountability:

**Integrated Management System Policy**

(Quality, Safety, Health, Environment and Social Accountability)

**NDPL is committed to deliver world-class services and reliable power through energized workforce leading to ever increasing satisfaction of its consumers. We also ensure a safe & healthy environment and workplace conditions with due regard to environmental protection, compliance of applicable laws and regulations.**

**This will be achieved by:**

- Complying with all the requirements of ISO 9001, ISO 14001, OHSAS 18001 & SA 8000 management standards
- Complying with all applicable Safety, Health, Social Accountability & Environmental laws and legislations
- Continually improve our quality, environmental, occupational health & safety and social performance in each area of work by establishing and reviewing objectives & targets
- Creating a work environment which encourages team-work, safe work practices, learning and innovation
- Investigating workplace incidents in order to eliminate/mitigate unsafe conditions and practices
- Conducting our business in a socially and ethically responsible manner
- Enhancing Quality, Safety, Health, Environmental and Social Accountability Awareness amongst all stakeholders through communication and training

This policy will be made applicable and available to all employees, business associates, partners and other interested parties.

*Sunil Wadhwa*  
Sunil Wadhwa  
Chief Executive Officer  
March 15, 2008

*Power to the People...*

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 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.

### **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. Company has also imparted safety training to 812 employees and 1088 business associates during FY 2008-09.

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

NDPL is committed to provide health amenities & healthy work environment to its employees. NDPL has conducted various health check up camps in which it covered 1529 employees. 879 employees were given training for first aid & occupational health in various platforms.

### **Positive trend towards in Employee Satisfaction Survey results**

Employee satisfaction survey done once in two years shows a rise in the satisfaction chart of the employees. As compared to the 65% satisfaction level of employees in the year 2007, the survey carried in the year 2009 saw a rise in satisfaction level to 70%.

## **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 end are communicated to the consumer. Regular follow up is done to ensure compliance in the broader interest of public safety.

## **Education of employees**

NDPL trains its employees regularly to update themselves, professionally, managerially and technically.

NDPL encourages its employees to improve their educational and professional qualification by giving suitable incentives, study leave, etc.

## **Performance**

NDPL has tied up with Management Development Institute (MDI), Gurgaon for "Post Graduate Course in Energy Management". 2 employees have been sponsored in the FY 08-09.

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 5th semester.

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

33 employees are 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 programs.
- 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 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.
- The company also has a Sexual Harassment Policy in place that enables employees to work without fearing prejudice, gender bias and sexual harassment.
- Company has a full fledged 3 tier Ethics Team in function which is headed by CEO, NDPL to address & discourage the issues pertaining to human right abuses & ethical concerns. A team of Ethics Counselors & Ethics Champions are regularly engaged in creating an ethical climate. Ethical concerns are resolved in a time bound manner and learning is shared with all.



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

**Systems/ Actions**

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
- 06 Union Management meetings in all have been held in the FY 2008-09, 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.
- There are 16 Joint Interaction Forums (JIF) having an equal number of members nominated by union and management. JIF meetings are held every month to address issues, suggestions & concerns in the departments related to employee welfare, productivity & performance improvement.



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

### **Systems/Actions**

- No employee is required to deposit any sum of money for employment in NDPL.
- FAQ's for labour laws and statutory acts have been prepared and can be referred by employees when required-
  - FAQ on Contract Labour Act
  - FAQ on Gratuity Act
  - Apprentice Act 1961
  - Minimum Wages Act
  - EPF and Miscellaneous Provision Act
  - Workmen compensation Act

A special emphasis is laid to ensure total compliance of these statutes.

- 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) have the facility of over-time payment and holiday pay for working beyond the prescribed working hours as & when required besides the leave accumulation & encashment.





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

### **Systems/Actions**

- 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 NDPL 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. In case a child labor is found working with contractors/associates, heavy penalty will be imposed on them and might also get blacklisted.
- Government enforcement agencies like Inspectors from Labor Department inspect the sites to check for employment of child labor. 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 labor hired.
- NDPL has a SLA (Service Level Agreement) with business associates to uphold principle enshrined in global compact, complying with all applicable Labor laws etc.
- A Child Remedial Action Plan has been adopted by the company where a Child Remediation Team has been formed which will take care of education, development & monetary obligations of the child labor. In case of young worker, the remediation plan has provisions to provide the education till the worker attains the age of 18 yrs.



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

### **Systems**

- NDPL code of conduct & NDPL Ethical 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.
- 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-
  - 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.

### **Actions**

- Preference is given to SC/ST candidates in campus recruitments by transparently lowering qualifying marks, without diluting merit. 10% of the total recruits at the entry level in FY 2008-09 belong to SC/ST community as compared to 6% in FY 2007-08.
- 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 displayed on the website.

- 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>
2007-08	3437	401
2008-09	3538	427

- 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.



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

NDPL IMS Policy states that:

***'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.
- 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.
- Enhancing Environmental, Health and Safety awareness amongst all stakeholders through communication and training.

### **Systems/Actions**

- Being an ISO 14001:2004 and OHSAS 18001:2007 certified company, NDPL has established environmental management systems that help them demonstrate environmental responsibility.
- NDPL has done extensive Environmental Aspect & Impact assessment. For significant aspect it has control defined mechanism.
- 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 are recycled to be used as fencing material.
- NDPL is conscious of its responsibility as a power distribution company and advocates Energy Conservation through a sustained campaign in schools in its areas through NDPL Energy Club. 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 them so that energy conservation can be effectively incorporated in daily life. Since the inception of NDPL Energy Club in year 2004, it has touched upon the lives of 3, 40, 200 individuals and is expected to sensitize 3, 00, 000 more individuals by the conclusion of Phase IV in August, 2009.
  - A 108 MW combined cycle gas based power plant is in process. 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.**

### **Systems/Actions**

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

- Formation of Combat Climate Change committee headed by CEO 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, conservation of natural resources, optimization of energy used, sensitization of stakeholders and various other means to curb the effects of Climate Change.
- Regular education & awareness programs are organized to sensitize all stakeholders inclusive of employees & consumers about Climate Change.
- Reduction of Aggregate & Technical loss reduction from 23.73% in FY 2007-08 to 15.5% in the FY 2008-09.
- 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 1056 saplings across the zones, district offices & training center of NDPL in FY 2008-09.
- Company signed a MoU with Govt. of Delhi, becoming its Green Agent for plantation across North & North West of Delhi.
- 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.
- Adverse impacts of Global Warming in Indian scenario selected as the theme for the NDPL annual calendar 2009.
- Company has already initiated the energy audit of its buildings. It is also in process to initiate awareness campaigns to educate & assist the key consumer groups to conduct energy audits & promote Electronic Ballast, T5 tube lights, LEDs among consumers.

- Company is working on the enhancement of public awareness by promoting energy efficiency means & star rated appliances by BEE to its stakeholders.
- 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.
- Plans for water harvesting & whitening of roofs to discourage heat absorption have already been formulated and initial works on this has begun.



**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 & star rated by BEE.

- Company is working in collaboration with Tata BP Solar for accelerating the deployment of Solar Water Heaters in NDPL area and planning to spread awareness through Resident Welfare Association meetings.



- A techno-commercial feasibility analysis for promotion of photo voltaic cell is in process. Company is also in analysis process to provide solar lanterns to jj clusters for lighting purpose.
- 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.
- Solar power plants have installed in the training center & corporate office of the company to provide pollution free power to the buildings.
- Consumers & employees are continuously encouraged to use CFL for lighting purpose.

### Waste Disposal status in NDPL

#### ? Waste sold/disposed-

ITEMS	F/Y	U/M	SOLD	CURRENT
			QTY	STOCK AS ON
				4/30/2008
CONDUCTOR(Trans)	03-04	MT	3.755	221.817
	04-05	MT	84	
	05-06	MT	271	
	06-07	MT	147.478	
	<b>07-08</b>	<b>MT</b>	<b>176.81</b>	
	<b>08-09</b>	<b>MT</b>	<b>NIL</b>	
CABLE(AI)	03-04	MT	31	288.267
	04-05	MT	407.285	
	04-05	MTR	2845	
	05-06	MT	341	
	06-07	MT	342.15	
	<b>07-08</b>	<b>MT</b>	<b>179.28</b>	
	<b>08-09</b>	<b>MT</b>	<b>132.62</b>	
Transf OIL	03-04	KL	405.176	40.901
	04-05	KL	66.435	
	05-06	KL	59.402	
	06-07	KL	138.908	
	<b>07-08</b>	<b>KL</b>	<b>139.92</b>	
	<b>08-09</b>	<b>KL</b>	<b>249.92</b>	
WOOD(Drum+Misc)	03-04	MT	224.635	45
	04-05	MT	501.07	
	05-06	NOS	1373	
	6-Jul	MT	374.645	
	<b>07-08</b>	<b>MT</b>	<b>244.35</b>	
	<b>08-09</b>	<b>MT</b>	<b>378.7</b>	

BATTERY				
ITEMS	F/Y	U/M	SOLD	CURRENT
			QTY	STOCK
	05-06	NO	2	
	06-07	NO	5	
	<b>07-08</b>	<b>NO</b>	<b>0</b>	
	<b>08-09</b>	<b>NO</b>	<b>NIL</b>	
	05-06	NO	226	
	06-07	NO	375	
	<b>07-08</b>	<b>NO</b>	<b>0</b>	
	<b>08-09</b>	<b>NO</b>	<b>90</b>	
	05-06	NO	189	
	06-07	NO	125	
	<b>07-08</b>	<b>NO</b>	<b>0</b>	
	<b>08-09</b>	<b>NO</b>	<b>92</b>	
	05-06	NO	0	
	06-07	NO	0	
	<b>07-08</b>	<b>NO</b>	<b>0</b>	
	<b>08-09</b>	<b>NO</b>	<b>NIL</b>	
	05-06	NO	8	
	06-07	NO	0	
	<b>07-08</b>	<b>NO</b>	<b>0</b>	
	<b>08-09</b>	<b>NO</b>	<b>NIL</b>	
NON FERROUS METAL (Copper)	05-06	MT	0	1.828
	06-07	MT	2.09	
	<b>07-08</b>	<b>MT</b>	<b>15.86</b>	
	<b>08-09</b>	<b>MT</b>	<b>4.525</b>	



**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.  
A full fledged Ethics committee is in function which is chaired by CEO, NDPL. The committee is comprised of an apex team at its top followed by 26 member team of Local Ethics Counselors. These Local Ethics Counselors cover every nook & corner of company with each counselor having 5 to 7 Ethics Champions under him taking care of every unethical practice including anti corruption acts.
- Stake holders are continuously sensitized and educated to report **ethical concerns which are addressed through a well developed concern resolution process.**



**Stakeholders – Employees, BAs, Consumers,  
Opinion holders, Government etc.**

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.

**Status of complaints & vigilance cases**

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
<b>2008-09</b>	3	138	141	128	13

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
<b>2008-09</b>	7	4	11	8	3	-