



North Delhi Power Limited

UNGC COMMUNICATION ON PROGRESS (FY 2009-10)

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

Celebrating 'Sustainability' as the theme of the year



Message from CEO & ED



North Delhi Power Limited looks out to have a sustainable business model for the holistic growth & development of its stakeholders. With Climate Change, Safety, Innovation & Corporate Governance as the thrust areas, NDPL is committed to ensure a healthy & unbiased work ambience for its employees and to care for the society in which company is operating. Global Compact principles from the spheres of Human Rights, Labor, Environment & Anti-corruption are well reflected in the vision, mission and the value system of the company. It not only describes the goal & objectives of company seeks to achieve, but also conveys the essence of what sets the direction for the growth & development of the company. Caring for environment & human rights, adding economic value to the society and building human capital has been reflected throughout the year in the initiatives undertaken by the company. The company is ranked at 70 in the list of 100 Best companies to work for -2010' in India.

NDPL commits to continue its support to UN Global Compact Society principles through its policies, processes and services. We, at NDPL believe that creating sustainable system for functioning is the key to become a benchmark and the trend setter of the industry.

Sunil Wadhwa

CEO & ED, NDPL



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

The company follows Integral Management System 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.

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 IMS 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 from time to time at different levels. Company also imparts safety training to NDPL employees and business associates personnel.

Health care & healthy working condition for employees

NDPL 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. A mobile dispensary has been deployed to provide the health care facility at the work place of the employees. We have 61 hospitals, 11 Dental centers, & 8 eye hospitals/ centers on our panel. 31 Diagnostic centers & 70 chemists for indoor treatment, investigations & medicine purchase. 1000 employees have been covered through annual health check up and 35 canteen boys had 6 monthly health checkups complying with SA 8000 norms. 1361 employees were given training on first aid & CPR and 39 employees were certified as First Aid Champions.

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 2006-07,

the survey carried in the year 2008-09 saw a rise in satisfaction level to 70%. The next survey will be carried in FY 2010-11.

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. NDPL also stages street play (*Nukkad Natak*) for enhancing safety awareness of general public in its operational area.

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.

- NDPL has tied up with Management Development Institute (MDI), Gurgaon for "Post Graduate Course in Energy Management". 9 employees have been sponsored till FY 2009-10.
- 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.
- NDPL has tied up with International Management Institute for part time MBA for sponsoring 5 executives every year and 50% of fee is borne by NDPL. 16 employees have passed out till FY 2009-10.
- 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.
- NDPL 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.

- NDPL 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.
- Several channels of grievance addressal exist for employees to voice their concerns. The grievance addressal procedures are documented and communicated to all employees.
- The Ethics Management framework with its three tier escalation mechanism with the CEO & ED at the helm, ensures that no case of human right abuse occurs. Any compliant on violation of ethical conduct is promptly acted upon and the guilt is punished.
- Joint Interaction Forums exist where employees mutually sort out their issues with the objective of improving employee-management relations.
- NDPL 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.

- NDPL 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.
- However, the employees have their unions/associations that interact with the NDPL management to ensure that the benefits are taken care. Most of these unions are affiliated to INTUC.
- Union/association meetings with management are held regularly and the issues raised are examined and addressed amicably.
- Joint Interaction Forums which consist of management and workers' representatives meet on monthly basis and the issues are duly redressed and suggestions implemented.



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 NDPL.
- 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 NDPL Code of Conduct which they need to adhere to.
- All policies related to the employees are posted on the intranet for public viewing.
- NDPL at times also waives off notice period for exiting employees on request in case the employee is leaving for personal reasons.
- Non – executive employees have the facility of overtime payment and holiday pay for working beyond the prescribed working hours as and when required.
- NDPL 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.



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

- 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.
- All contractors are forbidden to engage child labour. Contractors are signing NDPLs General Conditions of Contract, clause 16 of which forbids them to engage child labour in compliance to the CHILD LABOUR (PROHIBITION AND REGULATION) Act 1986
- 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.
- Contractors are signing NDPLs General Conditions of Contract, clause 16 of which ensures adherence to all statutory requirement related to applicable labour law.



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

- 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.

- 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 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.

Year / No. of Employees	Male	Female
2008-09	3538	427
2009-10	3544	454

- 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 & 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; NDPL has established an environmental management system that helps them to demonstrate environmental responsibility.
- NDPL has done extensive Environmental Aspect & Impact assessment. For significant aspect it has defined control mechanism.

- Operations related wastes are disposed off in an appropriate manner e.g.
 - Waste transformer 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 off.
 - Non ferrous scrap is sold off through authorized recyclers.

- A 108 MW combined cycle gas based power plant is in process. Following measures have been adopted to address the which 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-

- 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.
- Reduction of Aggregate & Technical loss from 15.5% in FY 2008-09 to 14.47% in the FY 2009-10.
- Provision of water level indicators has been put in overhead tanks at various NDPL offices so as to reduce/stop wastage of water.
- Plantation of 1900 saplings across the zones, public places, district offices & training center of NDPL. 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.
- A documentary on Global Warming screened in the district offices & NDPL Energy Club schools to disseminate the awareness for Global Warming & possible measures to combat it.
- Company has completed the energy audit of its buildings.
- Rain water harvesting done in 5 company offices, plans for covering all the offices.
- 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.

- 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. Also, Climate Change quizzes, documentaries, presentations & other resource materials are regularly shared with employees.
- Carbon footprint of NDPL calculated. 7 employees have been trained as Climate Change Champions & have carried carbon footprint mapping in other Tata group of companies. 4 employees have been trained as Climate Change assessors.
- NDPL being a responsible power distribution company 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 students. Since the inception of NDPL Energy Club in year 2004, it has touched upon the lives of approximately 6.4 lakh individuals through network of 90 schools. A record amount of 7 lakh units of electricity was saved by students in Phase IV of the NDPL Energy Club. This year 50 new schools have been taken up enhancing the total membership of NDPL Energy Club to 140 schools.



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

The waste generated in NDPL 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-

Domestic	General domestic waste from canteen
	Office and Site waste
Hazardous	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 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 sent to suppliers under “Buy Back Scheme”
- Ozone Depleting substances (Chloro Floro Carbon):
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 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.
- NDPL 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.



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

- A full-fledged Vigilance Department exists which is headed by a Head of Corporate 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.
- The company focuses on extensive counseling to the employees for promotion of ethical behavior in the organization. NDPL is driven by its strong value system which has its roots in the TATA Code of Conduct. NDPL Code of Conduct is signed by every employee while joining pledging to abide by the 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 of 13 senior management members at its top followed by 21 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.
- NDPL has Grievance Handling Policy, Sexual Harassment Policy and Whistle Blower Policy to check, address, readdress & reporting of unethical conducts in the organization carried out by employees and BA staff.



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
2007-08	5	131	136	133	3
2008-09	3	138	141	128	13
2009-10	13	98	111	100	11

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
2007-08	16	9	25	18	7	6
2008-09	7	4	11	8	3	-
2009-10	3	2	5	3	2	1

