



Tata Power Delhi Distribution Limited

United Nation Global Compact

COMMUNICATION ON PROGRESS

(FY 2014-15)

Tata Power Delhi Distribution Ltd.
(A TATA Power & Delhi Government Joint Venture)



Message from CEO & ED



Tata Power Delhi Distribution Limited, a Joint Venture of Tata Power Company Limited 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 framework. TPDDL is, an ISO 9001, ISO 14001, ISO 27001 company distributing power to consumer base of 14.39 lacs spread over 510 sq km. Driven by the expertise of dedicated and experienced human resources, TPDDL has created benchmarks in commercial and operational service delivery.

Carrying Tata Group's legacy of doing business the right way, Tata Power Delhi Distribution Limited has developed operating practices and standards which are a benchmark in the industry. Working beyond the compliance level, the company aims to reach out to its stakeholders and meet the mutual expectations. The vision & mission of the company set the direction for the stakeholders to work with a special focus on the societal strata forming bottom of the pyramid. Global Compact principles are well reflected in the vision, mission and the value systems of the company. On the technology front, innovative business practices and specialized human resources not just mitigate the risks involved but also set apart the company as one of the industry leaders.

We are committed to support the UN Global Compact principles through its policies, processes and services. We, at TPDDL, believe that creating sustainable systems is the key to becoming a benchmark and a trend setter in the industry.

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 that 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 compiled by various means, identified & defined in TPDDL.
- Environmental & OHS Risk Assessment is 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 legislations identified & quarterly statutory compliances are monitored through SRSC (Statutory & Regulatory Score Card) meetings.

Care for the safety of community at large

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 compiled at various levels and reviewed from time to time. A total of 963 public installations underwent through safety audit during FY 14-15. The company also imparts safety training to TPDDL employees and business associates personnel.

TPDDL carries out Safety audits of public installations like cinema halls, hospitals, shopping malls, schools etc. as part of its 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 for necessary compliance, this activity is done through the SAP module for better monitoring and timely closure of safety issues, if any. 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 covering approximately 21000 individuals. The do's and don'ts of electrical safety are uploaded on the

company's website and these are informed to each new consumer at the time of meter installation. Safety leaflets are distributed to consumers for awareness.

Health care & healthy working condition for employees

- TPDDL is committed to provide health amenities & healthy work environment to its employees.
- Six dispensaries are operating at different locations providing primary health care to the employees and their dependents.
- A mobile dispensary has been deployed to provide the health care facility at the work place of the employees.
- There are 135 hospitals, including 31 Dental centers & 23 eye hospitals/centers and two physiotherapy centers on our panel to provide OPD and Indoor treatment on credit/cash basis.
- There are 22 Diagnostic centers on our panel to provide investigation services on credit/cash basis.
- There are 247 chemists on our panel to provide medicines on discounted rates.
- 51 canteen boys had annual health checkups complying with SA 8000 norms.
- 493 employees were given training on first aid & CPR and 52 employees were certified as First Aid Champions.
- 103 Free Health Checkup and health awareness Camps were organized at different locations which covered 3478 employees including 319 BA employees.
- 348 locations were covered for first aid treatment to employees.
- The disposal of medical bio waste at dispensaries is done as per the procedure laid down by DPCC for the purpose.
- 76349 health consultancies were given during the FY 14-15 at TPDDL dispensaries.

Education of employees

TPDDL trains its employees regularly to update themselves professionally, managerially and technically. Employees are encouraged to improve their educational and professional qualification by giving them suitable incentives, study leaves, etc. The details of the courses offered are as follows:

S. No.	Course sponsored	No. of Employees	Period
1	University of Petroleum & Energy Studies (UPES) & Indian School of Petroleum & Energy (ISPE), Dehradun - Advanced diploma in Power Distribution Management	46 employees	2014-17
2	ITI - Electrical, Dheerpur	3 employees	2013-15

3	Faculty of Management Studies, Delhi University – Executive MBA	9 employees	2013-15
4	All India Management Studies – MBA	17 employees	2013-15
5	Delhi Technological University – B.Tech(Electrical)	5 employees	2013-17
6	Delhi Technological University - Weekend MBA	4 employees	2013-15
7	Aryabhata & GTB Polytechnic - Diploma in Electrical	10 employees	2013-17
8	Faculty of Law, Delhi University – LLB	2 employees	2013-16

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, it ensures that the dignity of the 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.

Abiding by the Tata Code of Conduct the company ensures equal opportunity to all its employees & qualified applicants

- Employee grievances are captured through the unified platform of experience of employees wherein the data from different sources is collated and analyzed and issues are addressed on timely basis. The grievance redressal procedures are documented and communicated to all employees.
- The Ethics Management framework ensures that no case of human right abuse occurs. Any complaint on violation of ethical conduct is promptly acted upon and the guilty are 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 on HR Connect, an online employee helpdesk that serves as a Redressal Desk for handling all HR related issues/grievances employees. There is also a provision in the system to auto escalate the issues to higher levels in case they are not resolved within a particular timeframe.
- The company also has in place a Policy on Prevention of Sexual Harassment, supported by a Sexual Harassment Committee. An independent member from a NGO is also a part of the committee.

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 introduced each year for the benefit of employees.
- Employees have their unions/associations. Regular meetings are held between these unions / associations and the TPDDL management to address mutual interests 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.
- 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 clearly state 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 employees.
- TPDDL also ensures safety and welfare of its employees. It also ensures that all employees working under business associates are extended full protection through various statutory compliances.
- TPDDL strictly adheres to all the provisions of labor laws and statutory 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 in child labor. Contractors are signing TPDDL's General Conditions of Contract, clause 16 of which forbids them to engage in 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 an SLA (Service Level Agreement) with business associates to uphold the principles enshrined in the Global Compact, compliance to all applicable Labor laws etc.
- TPDDL has a 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 workers are found at the site then the employer will take care of his/ her education/vocational training till the worker attains the age of 18. For proper monitoring, a child remediation team is constituted having representation from corporate social responsibility, finance, HR, BA & Legal, corporate strategy & planning and partner NGOs.

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 has a Grievance Handling Mechanism in place where in each department a departmental grievance handling committee has and a central level corporate grievance handling committee that takes care of issues that are escalated through the departmental grievance Handling Committees. Apart from this an aggrieved employee may raise their grievances through the following forums:
 - o through HR Connect the employee helpline
 - o through Voice of Employee
 - o through direct responsibility centers as & when it occurs
 - o through JIF (Joint Interaction Forum)
 - o through Open House dialogues with Sr. 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.
- Preference is given to SC/ST candidates in campus recruitments transparently lowering qualifying marks by 5% in written exam, without diluting the merit.

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

Year / No. of Employees	Male Employees	Female Employees
2012-13	3184	428
2013-14	3096	431
2014 - 15	3031	426

- Quality and cost being equal, TPDDL gives preference to enterprise of SC/ST promoters for inclusion in its supply chain, provided such companies transparently and voluntarily share this information prior to bidding for participation. Complete waiver of tender fee, 50 % relaxation in security deposit, relaxation in bank guarantee and 25% relaxation in company turnover under qualifying requirement criteria in General Conditions of Contract.

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 combating 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.
- 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 aspects, 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.
- Organizational 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 to agencies which deal specifically with the disposal of these.
 3. Biomedical wastes which are hazardous in nature are also appropriately disposed of with approved agency.
 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

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 10.50% in FY 2013-14 to 9.87% in the FY 2014-15.
- Plantation of over 20,750 saplings across the zones, public places, district offices & training center of TPDDL against the target of 2000 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. Approximately 60,000 saplings have been planted by company till date.
- 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.
- 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.

➤ Under the aegis of Energy Club TPDDL organized The Urja Mela 2015. The Urja Mela is celebrated every year as a finale event of TPDDL's Energy Club program. In this mela, students from various schools in our area of operation take part in different competitions to showcase their creativities through painting competition, essay writing, extempore, nukkad nataks and science model competition. The models showcased this time were highly appreciated by our CEO and he promised that the real-life workable models will also be funded by TPDDL. It is a great platform to educate students about this important issue of saving energy so that they can spread this message further in our society.

➤ TPDDL is a member of steering committee on developing the 12th Five year plan for Demand Side Management & Energy Efficiency

➤ In order to promote energy efficiency, TPDDL is emphasizing upon the 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.

➤ Monthly meets are organized by the Special Consumer Group and CSR Group of TPDDL for the women working as brand ambassadors of TPDDL. In these meets, these women, belonging to the JJ clusters of North and North-West Delhi, are sensitized about energy conservation and educated about the importance of using energy efficient appliances at home. This message is further spread by them in their communities.

➤ In order to promote Demand Side Management (DSM) measures in its area of operations, TPDDL intends to launch an Energy Efficient Air Conditioner Program for its consumers. The main objective of the program is to accelerate the adoption of BEE 5 Star Rated Air Conditioners (ACs) through consumer rebate scheme. This would significantly reduce power consumption of consumers and as well as their electricity bill. It would also enhance awareness about use of energy efficient products amongst consumers and have a cascading effect for other energy efficient products. Under the program, upfront rebate per Air Conditioner (BEE 5 star rated/ inverter will be offered by Discom & OEM to the consumer in exchange for their old air conditioner, not having any star rating. The Petition was filed by TPDDL for approval from Hon'ble Commission for the scheme in September 2014.

➤ An energy efficient lighting scheme wherein EESL will offer maximum two (2) 7W LED bulbs per CA number at subsidized rate each to eligible TPDDL's domestic consumers(with no arrears on

electricity bills). EESL is waiting for approval from Delhi Govt. regarding budgetary requirement. Accordingly, the date of distribution will be announced by EESL.

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

The waste generated in TPDDL is disposed of 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
	Nonferrous 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 of 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” or to approved recyclers.
- 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.
- 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 suggested 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.
- Use of 5 star rated ACs in the company. Audio & video conferencing for employees to reduce the carbon footprint due to travel for meetings.

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

- The company focuses on extensive counseling of 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 Management Apex Team is in place which is chaired by CEO & ED, TPDDL. The committee comprises of an apex team of 12 senior management members at its top followed by 14 member team of Location Ethics Counselors coming from middle management. These Ethics Officers have 5 to 6 Ethics Champions under them to reinforce and create awareness.
- A full-fledged Vigilance Department is in place. 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.