



TATAPOWER-DDL

Tata Power Delhi Distribution Limited

United Nation Global Compact COMMUNICATION ON PROGRESS (FY 2015-16)

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



TATA POWER-DDL

Message from CEO & MD



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. TATA POWER-DDL carries the distinction of being the first success story of Power Sector Reforms in India under a Public Private Partnership framework. TATA POWER-DDL 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, TATA POWER-DDL 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 TATA POWER-DDL, believe that creating sustainable systems is the key to becoming a benchmark and a trend setter in the industry.

Praveer Sinha

CEO & MD – Tata Power DDL

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. TATA POWER-DDL 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 TATA POWER-DDL.
- 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, TATA POWER-DDL ensures reduction and prevention of possible discomfort and harm from its operations. TATA POWER-DDL has a well-defined IMS Policy in place and also carries out safety inspection & checking of 44421 nos. of system & network equipment, Poles, TATA POWER-DDL installations, sub stations, 1903 Nos. of Bank ATMs, 2697 MCD Parks & High Mast lights & public installations, Schools, Weekly Bazars etc., reports of which are compiled at various levels and reviewed from time to time. A total of 921 public installations underwent through safety audit during FY 15-16. The company also imparts safety training to TATA POWER-DDL employees and business associates personnel.

TATA POWER-DDL carries out Safety audits of public installations like cinema halls, hospitals, shopping malls, schools commercial complex, banquets, hospital, movie hall, Bank ATMs, MCD light etc. as part of its social responsibility. In case there are any non-conformances at TATA POWER-DDL's end, they are corrected immediately and those at the consumer end are communicated to the consumer for necessary compliance. Regular follow up is done to ensure compliance in the broader interest of public safety. TATA POWER-DDL also staged street plays (120 nos. of Nukkad Natak) for enhancing safety awareness of general public in its operational area covering approximately 43000 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. 10000 nos. of Safety leaflets are distributed to consumers for awareness.

6 Nos. of Safety walkathon were conducted at different locations of TATA POWER-DDL during 45th National Safety Week 2016, in which approx. 1700 TATA POWER-DDL & BA employees participated. Safety presentations were disseminated during RWA & IWA meet, WTC & VT centers for general public safety point of view. 4500 customized Safety Stickers displayed at poles, Substation, B/D vans, ATPM centers, MMG vans etc. Feedback registers placed at 64 ATPM centers for safety feedback from consumers.

A special Safety Drive for the risk associated with Kite flying and Safety Awareness was also conducted during festive monsoon season (Aug'15) in which 77 schools were touched by TATA POWER-DDL team for this awareness drive covering 35000 of school children for safety awareness.

Conducted Theme based safety drives for public safety in FY 2015-16, which included :

- 1) Pre Monsoon check of Distribution Network Equipment as well as public installations for any strange leakage current and suitable action thereafter."
- 2) Safety session in schools for kite flying safety & about the impending dangers of approaching lines and Safety inspection of Bazaars/ weekly bazaars
- 3) Conduct of Public Installations Periodic Inspections.

In addition to this TATA POWER-DDL Presented "NATIONAL SEMINAR ON ELECTRICAL ENERGY: Safety & Conservation" A session on Public Safety measures implemented by TATA POWER-DDL were shared amongst 80 nos. of students, research scholars & professors at Swami Shradhanand College (Delhi University) Alipur, Delhi.

Health care & healthy working condition for employees

- TATA POWER-DDL is committed to provide health amenities & healthy work environment to its employees.
- 6 dispensaries are operating at different locations providing the 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 169 hospitals, including 41 dental centers & 28 eye hospitals/centers and 2 physiotherapy centers on our panel to provide OPD and indoor treatment on credit/cash basis.
- There are 21 diagnostic centers on our panel to provide investigation services on credit/cash basis.
- There are 156 chemists on our panel to provide medicines on discounted rates.
- 48 canteen boys had annual health checkups complying with SA 8000 norms.
- 468 employees were given training on first aid & CPR and 52 employees were certified as First Aid Champions.
- 184 free health checkup and health awareness camps were organized at different locations which covered 3952 employees including 1753 BA employees.
- 364 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.
- 75516 health consultancies were given during the FY 15-16 at TATA POWER-DDL dispensaries.

Education of employees

TATA POWER-DDL 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:

University	Course	Total Employees Covered (2012-17)
All India Management Association	PGDM	46
Delhi University - FMS	MBA - Executive	24
Delhi Technological University	B.Tech – Part Time	30
Delhi School of Management – Delhi Technological University	Executive MBA	9
Delhi University	LLB	3
University of Petroleum & Energy Studies	Prof. Diploma in Power Distribution, Engg & Mgmt	86
DTTE (Aryabhata and G B Pant Polytechnic)	Diploma - Electrical	10
Sir C.V.Raman Institute, Dheerpur	ITI	3
Columbia Business School	Executive Program in Management	1
Harvard Business School	Senior Executive Leadership Program	1
Total		213

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

- TATA POWER-DDL 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.
- TATA POWER-DDL 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. Head HR & Admin examines all the grievances registered on HR Connect on one to one basis on periodic basis.
- 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.

- TATA POWER-DDL 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 TATA POWER-DDL 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 TATA POWER-DDL.
- 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 TATA POWER-DDL Code of Conduct which they need to adhere to.
- All policies related to the employees are posted on the intranet for employees.
- TATA POWER-DDL 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.
- TATA POWER-DDL 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 TATA POWER-DDL'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.
- TATA POWER-DDL 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.

- TATA POWER-DDL 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 than the employer will take care of his/ her education/vocational training till the worker attain the age of 18. For proper monitoring, a child remediation team is constituted having representation from corporate 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.

- TATA POWER-DDL Code of Conduct & TATA POWER-DDL 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.
- TATA POWER-DDL 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 TATA POWER-DDL 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
2015-16	3077	448

- Quality and cost being equal, TATA POWER-DDL 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.

TATA POWER-DDL Climate Change Policy:

'TATA POWER-DDL 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.

TATA POWER-DDL 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.

TATA POWER-DDL 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.
- Organizing Pollution checking drive for vehicles used in TATA POWER-DDL in which 116 Nos. of 4 wheelers and 126 Nos. of 2 wheelers were inspected for issuing pollution under control certificate.
- Being an ISO 14001:2004 and OHSAS 18001:2007 certified company; TATA POWER-DDL has established an environmental management system that helps them to demonstrate environmental responsibility.
- 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.

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:

- Plantation of over 22,614 saplings across the zones, public places, district offices & training center of TATA POWER-DDL 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 1,10,000 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.
- TATA POWER-DDL after a detailed analysis of the load profiles of TATA POWER-DDL & 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 TATA POWER-DDL peak hours which resulted in a saving of 2 MW of energy from the peak demand.
- Under the aegis of Energy Club TATA POWER-DDL organized Umang 2015. Umang is celebrated as a finale event of TATA POWER-DDL'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. 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.
- 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 for the women working as brand ambassadors of TATA POWER-DDL. In these meets, these women, belonging to the JJ clusters of North and North-West Delhi, are sensitized about energy conservation, electrical safety and educated about the importance of using energy efficient appliances at home. This message is further spread by them in their communities.
- Replacement of Non Star Rated Air Conditioner (AC) to be done with BEE 5 Star Rated/Inverter AC Scheme. 2700 registrations for exchange done so far.

- DSM Based Efficient Lighting program (DELP) for LED Bulbs launched in association with EESL (Energy Efficiency Services Limited). 13 Lakhs (appx) LEDs distributed, approx. 3 Lakhs customers participated in the scheme. Annual Deemed savings: 1.91 MUs(Considering replacement of 14W CFL with 7 W LED bulb; Avoided peak power : 2.3 MW; CO2 reduction - 5527 MT.

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

The waste generated in TATA POWER-DDL 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 TATA POWER-DDL 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): TATA POWER-DDL does not use any Ozone Depleting substance (CFC). All ACs used by the company have R-22 & R-134 gas & star rated by BEE.

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. TATA POWER-DDL is driven by its strong value system which has its roots in the TATA Code of Conduct. TATA POWER-DDL Code of Conduct is signed by every employee while joining, pledging to abide by the code of conduct. It states that "TATA POWER-DDL 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 & MD, TATA POWER-DDL. 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.