

Envisioning Smart Utility through Field Force Automation

Nishant Singh

Team Lead – ADMS & FFA Operational Support

Tata Power Delhi Distribution Limited

Introduction



सत्यमेव जयते
Government of
National Capital Territory of Delhi



TATA
TATA POWER

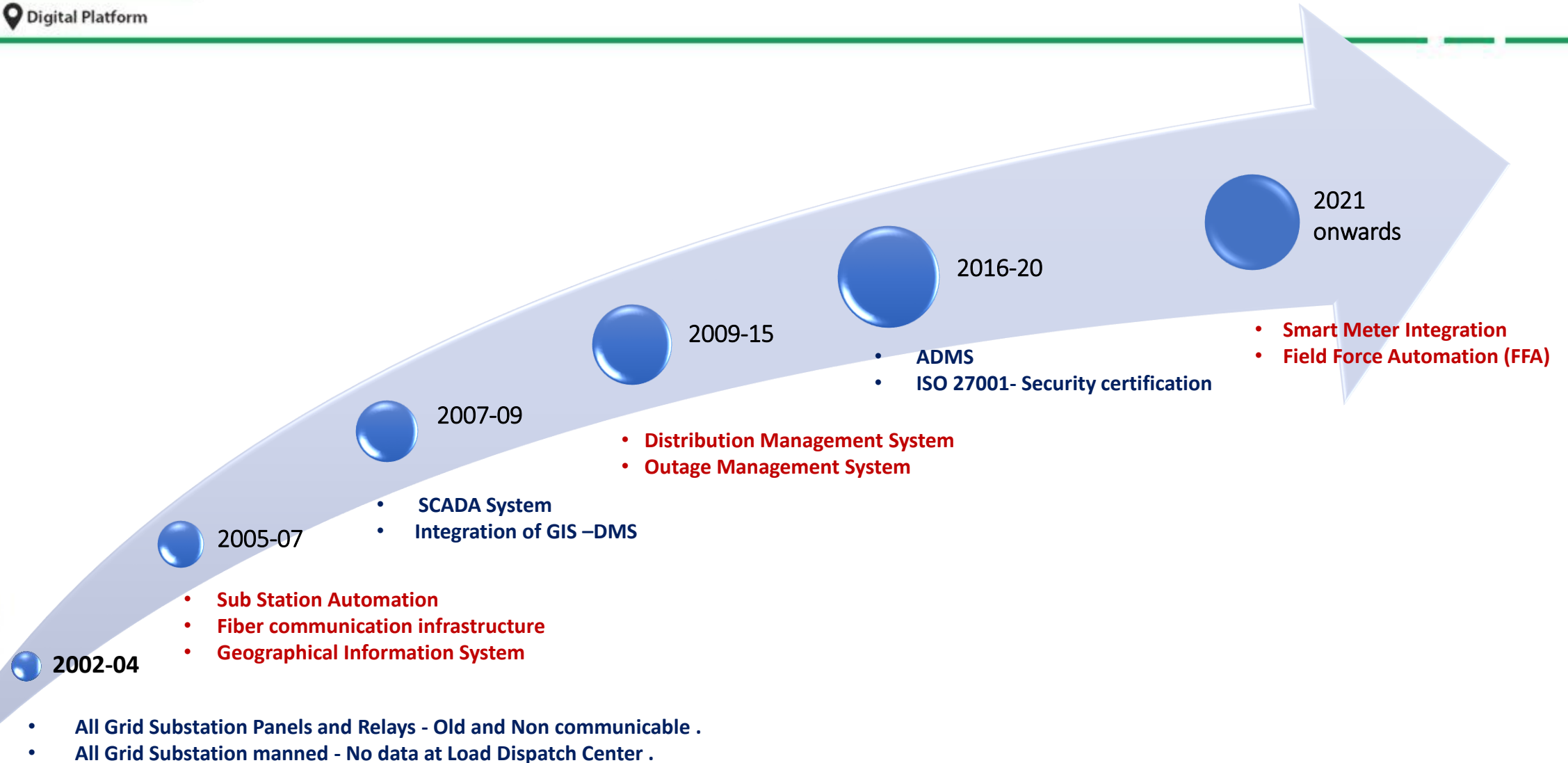


TATAPOWER-DDL

TATA POWER DELHI DISTRIBUTION LIMITED
(A Tata Power and Delhi Government Joint Venture)

Parameter	Unit	July '02	March'21	% Change
OPERATIONAL PERFORMANCE				
AT&C Losses	%	53.1	7.3	88%
System Reliability – ASAI -Availability Index	%	70	99.61	41%
Transformer Failure Rate	%	11	0.84	90%
Peak Load	MW	930	2069	123%
Length of Network	Ckt. Km	6750	16513	145%
Street Light Functionality	%	40	99.41	150%
CONSUMER RELATED PERFORMANCE				
New Connection Energization Time	Days	52	3	94%
Meter Replacement Time	Days	25	2	92%
Provisional Billing	%	15	0.86	94%
Defective Bills	%	6	0.13	98%
Bill Complaint Resolution	Days	45	4	91%
Mean Time to Repair Faults	Hours	11	1.50	87%
Call Center Performance - Service Level	%	-	95	
Payment Collection Avenues	Nos.	20	6725	33525%
Consumer Satisfaction Index	%	-	90	
OTHERS				
Capex (Cumulative)	Mn USD	187	984	428%
Consumers	Count Mn	0.7	1.79	156%
Employees	Count	5600	3217	43%

Technology Evolution



Context

Empowerment
of Field crew

Enhancing
Safety

Adoption of
advanced &
integrated
technologies



Significance of FFA for Utility

Real time dissemination of information

Auto estimation of Fault's Estimated Time of Restoration (ETR)

Auto schedule & dispatch of complaint

Faster restoration of outage



Integration with IT-OT Applications

सक्षम (PERMIT TO WORK)



Log Out

सुरक्षा शपथ

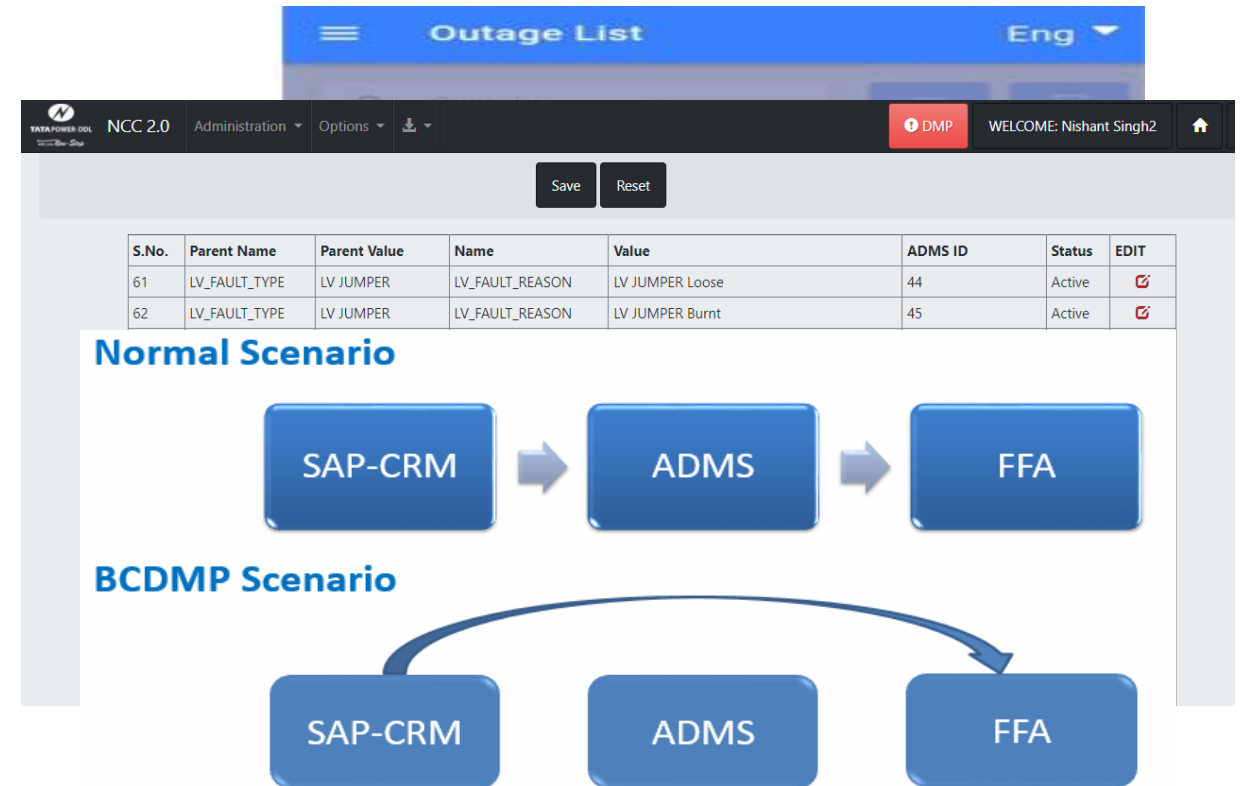
मैं हर समय, हर जगह, हर काम में, कार्य स्थल पर, सड़क पर या घर में
अपनी, अपने परिवार, समाज तथा देश की भलाई के लिये सदा सुरक्षा बनाये
रखने की शपथ लेता हूँ



Dashboard View

Interlocking &
Standardization of Report

System Load Optimization
during BCDMP



Benefits to Stakeholders

Consumer

- Faster restoration of service
- Transparency in service

Employee

- Faster decision making
- Route optimization

Organization

- Benchmark in Reliability Parameter
- BD opportunity for other Utility

Safety

- Rights to Authorized employee only
- Capturing of Unsafe incident at site

Key Takeaways



Decentralisation of Control Room Information



Consumer Delight



Effective Resource Management



Reliability Enhancement

Thank You

For discussions/suggestions/queries email: nishant.singh2@tatapower-ddl.com