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Growing Legacies

NPCL
NOIDA POWER COMPANY LIMITED

DIGITILIZATION @ NOIDA POWER CO. LTD. (NPCL)

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NPCL at a GLANCE

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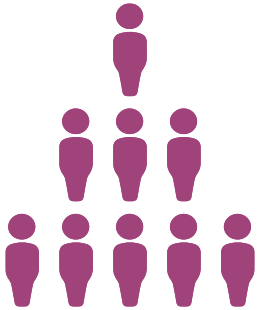
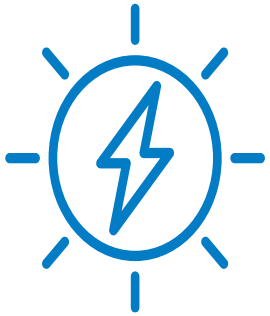
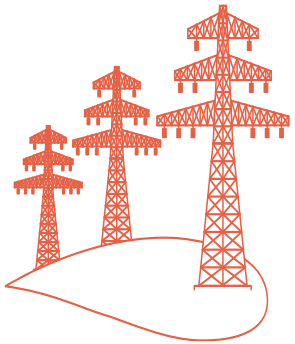
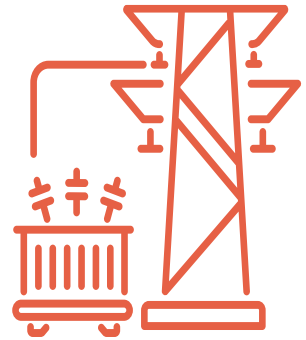
Serving as a "Power Distribution licensee" in Greater Noida (335 Sqkm.) area since 1993

Consumer	Energy Sales	Peak Demand	Network Length	No. 33/11KV Substations	No. Distribution Transformers
1.7 L	3000 MU+	750 MVA+	7500 CKM+	56 No.	7157 No.
					
Residential: 91% Commercial : 4% Industrial : 3% Others : 2%	Residential: 31% Commercial : 3% **Industrial : 62%** Others : 4%	652 MW FY24	HT : 4000 CKM LT : 3500 CKM	958 MVA Capacity	757MVA Capacity

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EFFICIENCY PARAMETERS

T&D Losses (%)	Distribution Transformer Failure	Operational Reliability	Meter Reading	Lowest Customer Retail Tariff	Digital Transactions
7.48 %	Total< 0.70% Urban: < 0.4% Rural: < 1%	Urban: 23.50+ Hrs Rural: 20+ Hrs	99%+	10% Lower as compared to UP State DISCOMS	Above 94%
	Inhouse DT Workshop	Above then National Average	Postpaid : 76% Pre-Paid :24% Smart Meter : 17%	Lowest in Delhi/NCR Region	Best among peer Utilities

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Key Considerations for Digital Roadmap @ NPCL

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Align technology initiatives with Business goals Ensuring Customer Satisfaction, Efficiency and Resilience

- Focus on High-ROI Digital Investments
- Ensure Seamless System Integration
- Invest in Smart Infrastructure & Automation
- Strengthen Cybersecurity & Regulatory Compliance
- Enhance Customer Experience & Engagement
- Leverage Data for Informed Decision-Making
- Digitize & Modernize Workforce Operations
- Support Sustainability & Grid Resilience

Objective and Strategy for Digital Roadmap @ NPCL

Objective

- Establish world class Digital Infrastructure
- Institutionalize Technology within the organization
- Build diverse people capabilities to support complex business needs
- Facilitate and support enhanced Technology Usage
- Ensure Information Security

Strategy

- Implement Internationally accepted Enterprise wide applications
- Engage top management to build technology intensive culture
- Support rapid & high growth by ensuring Infrastructure availability
- Develop a team that would be a combination of end users & IT
- Impart appropriate training to the Workforce

Digital Strategy Derived from Corporate Business Strategy

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Implemented Technology & Systems

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AI / Gen AI / ML, ANALYTICS, RPA, DASHBOARDS

Front office & consumer interaction channels

- Social media
- Call centre
- Portal
- ChatBot
- Consumer App
- Mobile wallet & payment gateways

Mobile Apps to workforce

- On Line Metering Reading
- Commercial & Technical feasibility on field
- Surveillance
- Safety
- Shift Engineer
- Crew
- Proof of Bill Delivery
- Online Meter Management

Systems for strong foundation

- OMS
- Grid & DT AMR
- Consumer AMR
- SCADA, DMS
- GIS
- SAP CRM
- SAP FI
- SAP PS
- SAP MM, SRM
- SAP PM
- SAP SD
- SAP HCM
- SAP ISU-CS, CM
- SAP ISU-DM
- SAP ISU-Billing
- SAP ISU-FICA

Business Collaboration – O 365

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Technology Landscape

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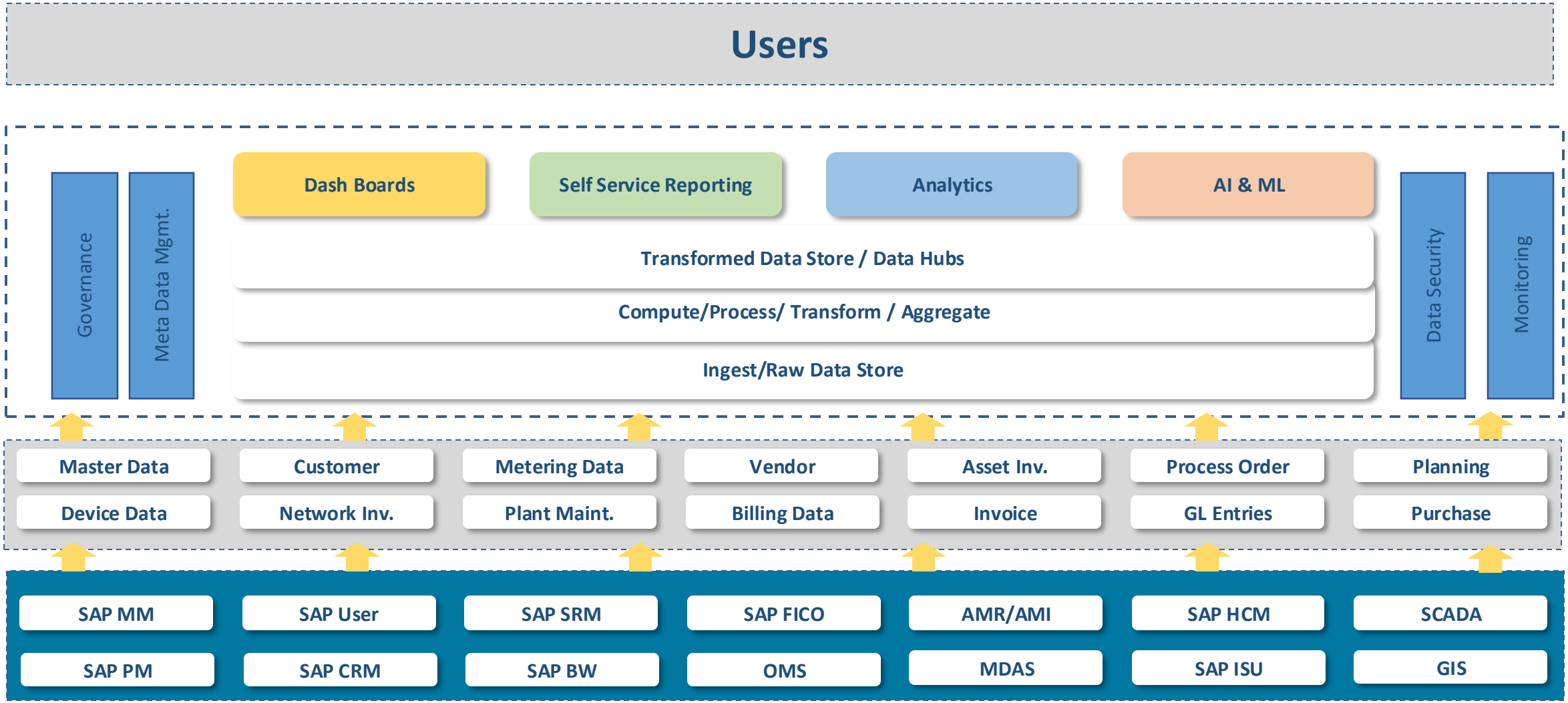

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Analytics Initiatives at NPCL

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Customer Experience Transformation

- Customer 360 view
- Portal and Mobile App Revamping
- Voice Bot Implementation
- Revamping of Chat Bot using Gen AI
- Auto ticket Logging for Emails thru Gen AI

Efficiency Improvements

- New Connection, Load Reduction, Category Conversion Process Automation
- Procure-to-Pay process Automation through RPA
- Meter Image Installation Anomalies detection thru Gen AI
- IT Coding Automation and Time reduction through Gen AI
- Legal & Finance Document Summarizations thru Gen AI

Analytics, AI & ML, Gen AI, RPA

Performance Improvement

- Payment Default Prediction Improvements
- Reliability of Supply Initiatives
- Revenue Assurance and Meter Data Analytics
- Customer Segmentation and Sentiment Analytics

Decision Support Initiatives

- Outage Dashboard
- Commercial Dashboard
- BE & CR Dashboard
- HOD's Dashboard
- Payment Default Prediction Dashboard
- PR - PO Tracking
- New Connections

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Cyber Security @ NPCL

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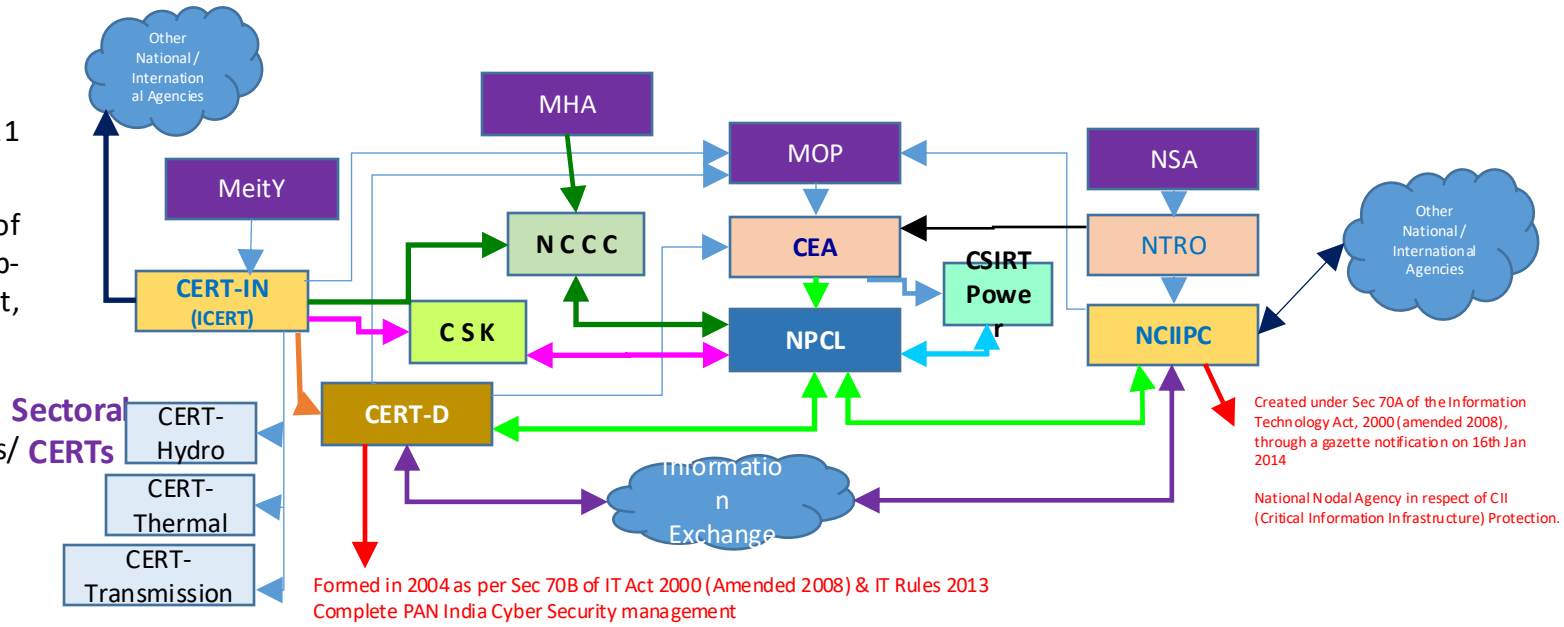
Compliances Necessary for Indian Utilities

- IT Act 2000 and its amendments (ITAA 2008)
- MOP (CEA) Guidelines for Cyber Security in Power Sector, 2021 (CEA-CH-13-12/4/2021-IT Division dated 07 Oct 2021)
- Directions dated 28th April, 2022 from CERT-In of Ministry of Electronic and Information Technology (MeitY) under sub-section (6) of section 70B of the Information Technology Act, 2000
- National Cyber Security Policy-2013 (as updated time to time).
- National Critical Information Center other security guidelines/ advisory issued by MeitY.
- NCIIPC Cyber security guidelines v 2.0 (16 Jun,2015)
- ISO 27002:2022 along with ISO27019 standards and controls.

Cyber Reporting to Cyber Agencies



Journey so far

- NPCL certified with ISO 27001:2005 standard by The British Standards Institution (BSI) in 2011
- Upgraded to ISO 27001:2013 standard in year 2015
- NPCL further upgraded the ISO 27001 – 2022 standards in 2024
- NPCL has been going through yearly audit for ISO 27001 standard
- NPCL has its own Information Security Division (ISD) to manage all its Cyber and Information Security related compliances
- A Cross-functional team has also been constituted in 2020 with representation from multiple Departments to drive adoption of necessary practices and technologies under the stewardship of the CISO

THANK YOU