



**RP-Sanjiv Goenka  
Group**  
Growing Legacies



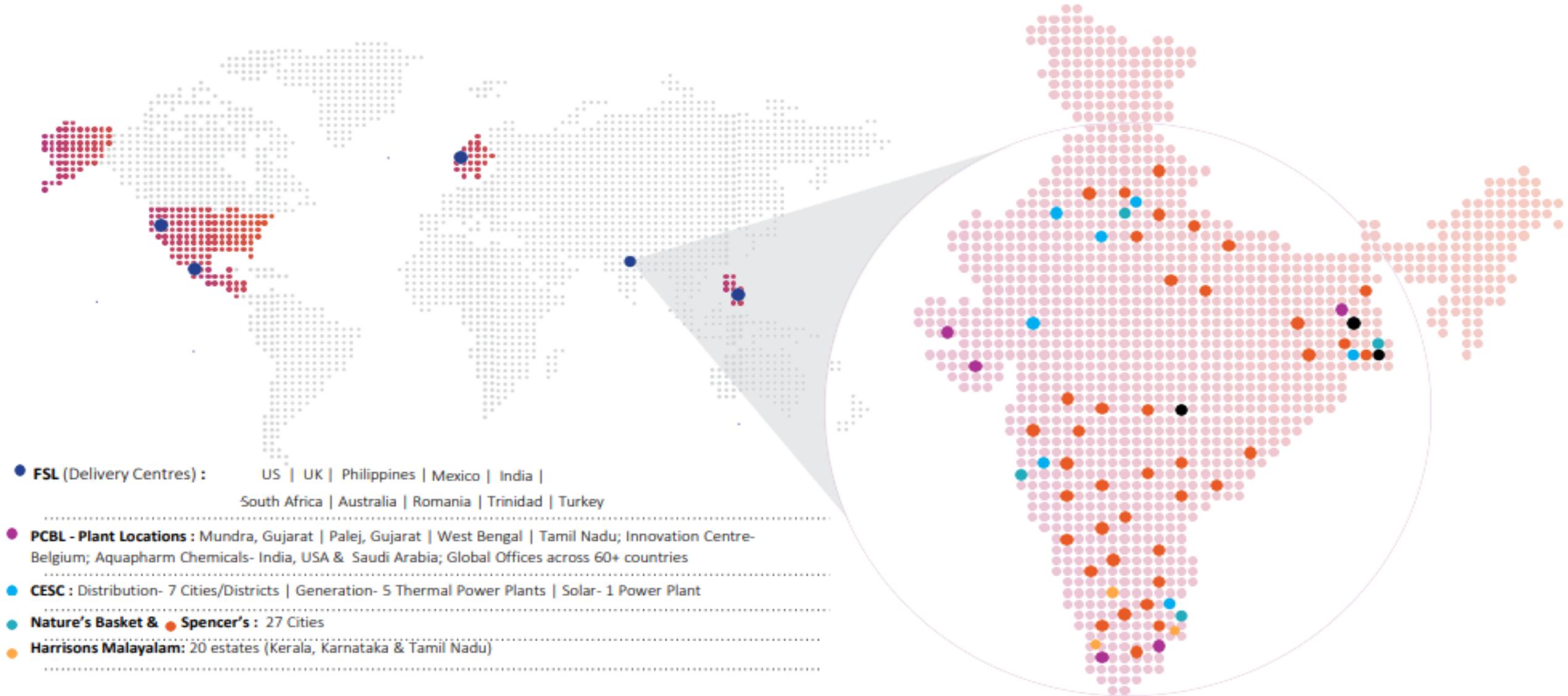
**Chandigarh Power**  
Distribution Limited (CPDL)

# Chandigarh Power Distribution Limited

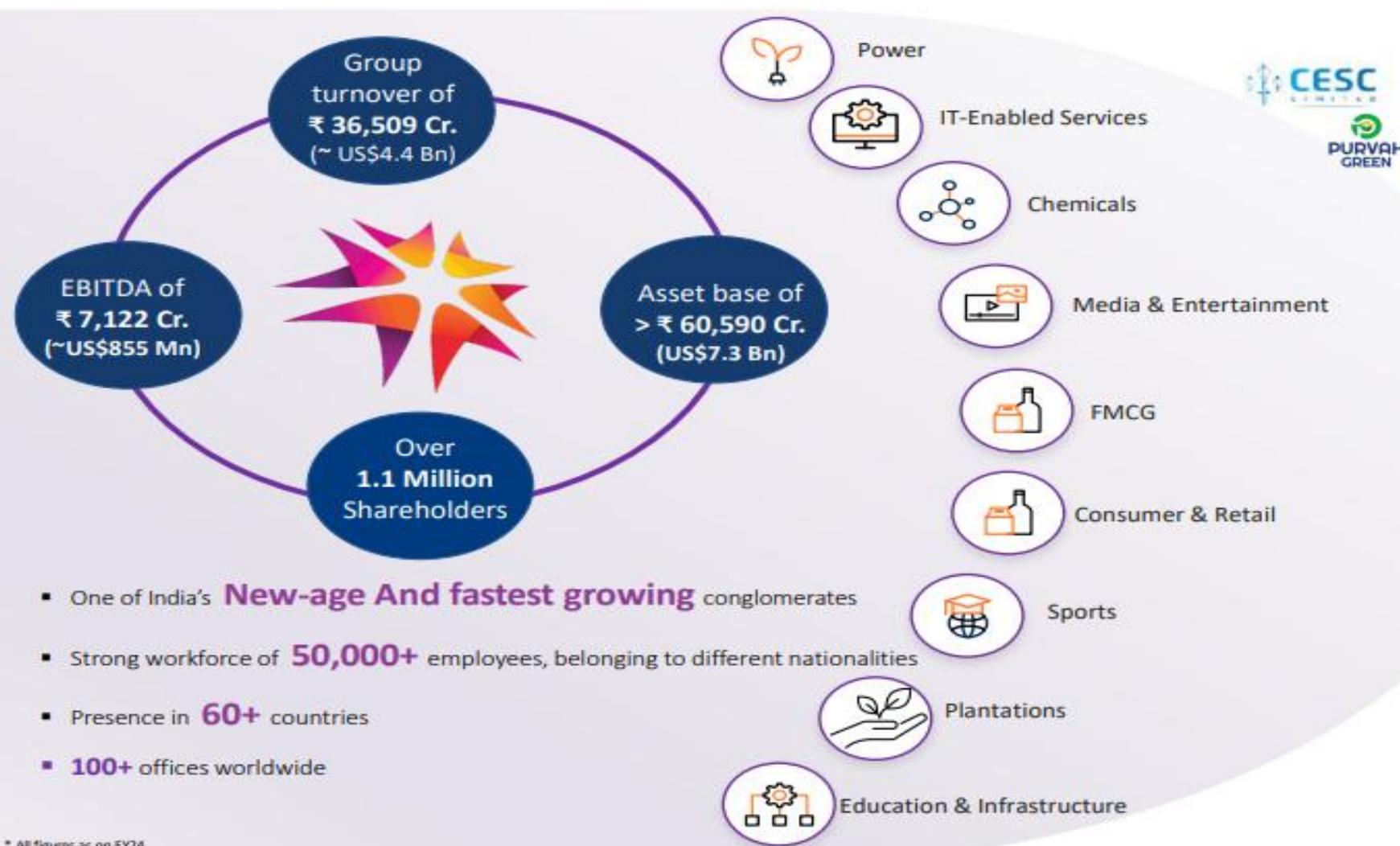
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*NOVEMBER 2025*

# RPSG Group's Geographical Presence



# RPSG Group's Overview



Legacies of 200 Years | Diversified Conglomerate| Continuous Growth

# CPDL - An Introduction



**CPDL, a wholly-owned subsidiary of Eminent Electricity Distribution Ltd., operates under the CESC power business of the RP-Sanjiv Goenka Group.**

**Effective 01.02.2025, CPDL has acquired 100% stake in the power distribution and retail supply business of the UT of Chandigarh, taking full responsibility for electricity distribution and retail operations.**

**Vision**  
To become the most preferred power distribution utility in the country by ensuring Zero Defects in service delivery

**Mission**  
To consistently innovate, improve business processes, implement best available technologies to provide error-free services to customers through an empowered, committed, and creative workforce



## Key Highlights

Serves	13 L citizens (13L Vehicle)
Customers	2.5 L
Area Covers	114 sq. km
Nos. of Div./ Sub-div.	4 / 10
Voltage Level	LV, 11kV, 33kV, 66 kV, 220 kV
Peak Demand	465 MW (Jun'25)
Losses	FY25:14.77%, T&D: 12.63%
Energy Input	1,998 MU (FY 24-25)
Energy Billed	1,746 MU (FY: 24-25)
Network	19 – Grid Substations 287 – HT feeders 2415 - DTs

## Our Core Values



Customer First



Execution Excellence



Credibility



Agility



Risk Taking



Humaneness



Sustainability

01

## Smooth Business Takeover while ensuring business continuity

- ✓ *No major tripping, outages observed during takeover duration*
- ✓ *No untoward incident reported during takeover day*
- ✓ *Ensured continuation of all ongoing contracts for business continuity purpose-* Billing Agency (NELIIT) , Existing Contractual Manpower
- ✓ *Facilitated Required manpower gap for business takeover-* From common pool of RPSG Power business portfolio (NPCL , CESC & CESC Rajasthan)
- ✓ Pre-Takeover liaison support for managing initial business requirements

02

## Ensured Financial & Regulatory Discipline from Day-1 of operations

- ✓ Receiving all consumer payment from day 1 of operations in CPDL bank account
- ✓ Arranged early Credit line facility from banks
- ✓ *Establishing “Delegation of Power”* for CPDL from day-1
- ✓ Successful submission of CPDL first 5 years MYT tariff petition along with Public Hearing
- ✓ Timely Compliance of all Government, Business and Regulatory compliances

03

## Established Centralized Business Monitoring Mechanism

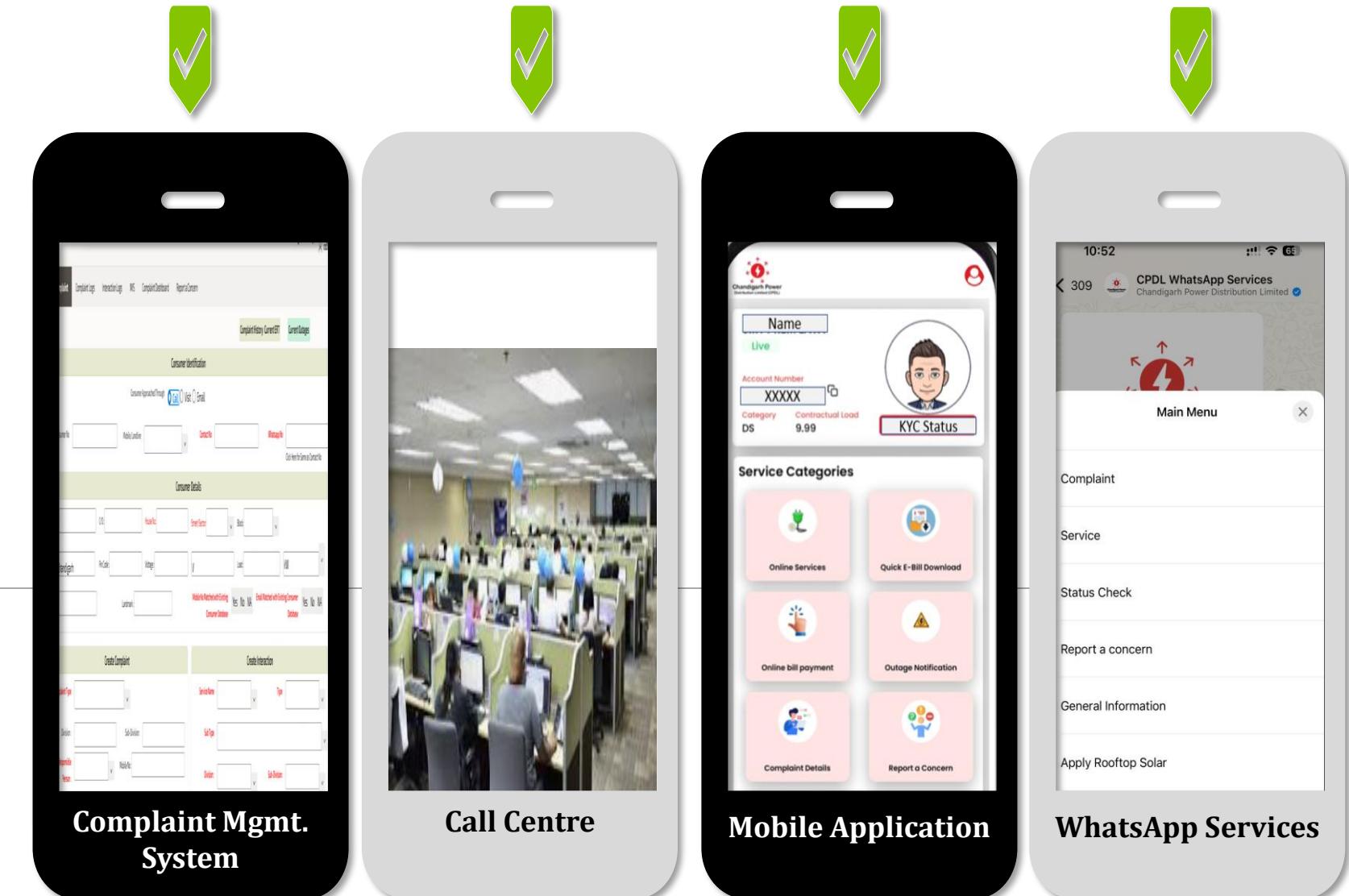
- ✓ ERP-SAP modules implemented in key business areas - *Finance, Stores, Procurement, HR*
- ✓ Established Centralized master control room for day-to-day power scheduling Operations (15 Minutes)
- ✓ Regular department level and monthly progress review meeting, Daily/Weekly MIS Reports
- ✓ Positive media sentiments - *82% of news coverage shows favorable/ neutral sentiments*
- ✓ *Development and monitoring of transformation path* : Consultant Onboarded (BCG)

## Consumer services as focus area for fast track improvements

- ✓ Established Multiple Customer Channels for Consumer complaints registration
  - ✓ CPDL website from day-1 of operation- *With online Consumer Services*
  - ✓ 24X7 Call Center (9240216666) – *99 % calls attended within 20 secs*
  - ✓ Online complaint recording at all 14 complaint centers – *24x7 CCEs deployed for online recording of complaints, allocation to LMs, closure and feedback of lodged complaints*
  - ✓ Convenient usage of WhatsApp Services – *32% NCC received (84% +ve feedback)*
  - ✓ Customer Care Executives at Subdivision Office – *Single point of contact for registration of walk-in customers for end-to-end tracking and resolution*
- ✓ VDS (Voluntary Disclosure) option for excess load update – *4300+ customers availed*
- ✓ Expediting New Connection - *90% meters are installed within 72 hrs*
- ✓ Consumer Contact programme – *Regular Meeting with RWAs and Associations*

04

# Consumer services as focus area for fast track improvements



The image displays four mobile devices side-by-side, each representing a different consumer service platform. Each device has a green checkmark icon above it.

- Complaint Mgmt. System:** Shows a screenshot of a software interface with sections for 'Consumer Identification' and 'Consumer Details', along with buttons for 'Create Complaint' and 'Create Interaction'.
- Call Centre:** Shows a photograph of a call center environment with multiple agents at their workstations.
- Mobile Application:** Shows a screenshot of a mobile application home screen. It features a user profile with 'KYC Status' and a 'Service Categories' section containing icons for 'Online Services', 'Quick E-Bill Download', 'Online bill payment', and 'Outage Notification'. There are also buttons for 'Complaint Details' and 'Report a Concern'.
- WhatsApp Services:** Shows a screenshot of a WhatsApp chat interface titled 'CPDL WhatsApp Services'. The menu includes options like 'Main Menu', 'Complaint', 'Service', 'Status Check', 'Report a concern', 'General Information', and 'Apply Rooftop Solar'.

05

## Initiated Efficiency improvement and Critical network strengthening for reliable supply

- ✓ Managed all time high peak demand ~465 MW (447 MW FY 2024)
- ✓ Initiated network improvement work at Grid Sub Station Level - *63% reduction in 11 kV Incomer reduction*
- ✓ Critical Infrastructure Strengthening - *4 Power Transformers (80 MW), 70 No of Distribution Transformer*
- ✓ Capacity availability through maintenance and protection settings - *Unlocked 59 MVA Power Transformer Capacity lead to almost nil load shedding*
- ✓ Eliminated load shedding - *87% reduction in load shedding, 100% reduction in last two months*
- ✓ For faster Restoration of Complaints/ Outages at sub-division- *Deployed 100 member additional team*
- ✓ Smart meter download confirms – *average supply of 23.75 hrs*

05

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06

## Focused **loss control** initiatives started to eliminate billing error, facilitating new connections, MF correction, booking of theft

- ✓ AT&C losses – *FY25: 14.77%, Target for FY26: 7.6%*
- ✓ Established LCC and 410 cases assessed till Oct'25- *Assessed units 11 MUs; One case of ~Rs 1.6 Crs*
- ✓ Testing of high end meters 1,425 meters tested - *130 meters found slow*
- ✓ Faulty Meter Replacement - *Accuracy Error & MF Mismatch, 5000+ meters replaced on company cost*
- ✓ Transition from manual reading to *OCR based Mobile APP consumer meter reading*
- ✓ Correction of wrong MF cases – *5 lakh units / per month; 34 Cases with very high variation detected*
- ✓ Priority and liberal New Connection Camps in *Haloo Majra and Karsan Colony (High Theft Areas)*
- ✓ Targeted loss-reduction based on detailed assessment - *47 DTRs identified for intensive loss reduction activities including replacement of bare conductors and 2C cables with multiple joints.*

07

## Strengthening workforce by taking due care, training and filling the Manpower Gap

- ✓ Upfront tie up of contractor manpower for smooth operations during business takeover
- ✓ **On time payment of all Salaries, retainership payments & contractor**
- ✓ To improve employee engagement and building synergy organized various events- *10+ Events*
- ✓ **Medical insurance and life insurance facility** – *Minimum 5 Lakhs and 10 Lakhs Life Insurance, Term insurance for all resources including outsourced.*
- ✓ **Creation of Dedicated employee Helpdesk** to address any employee issues or grievances
- ✓ Extensive training – *700+ manpower trained*
- ✓ New Hiring to bridge the manpower gap - *337 Fresh Induction (including 33 from campus & 86 FTC)*

## Submission and approval of CPDL first 5 years Business Plan MYT tariff petition

- ✓ Business Plan and MYT Annual Revenue Requirement (ARR) for the control period of FY 2025-26 to FY 2029-30 for ₹ 956 Cr. approved
  - ✓ Network Improvement & Power Reliability (Load growth and System improvements) : ₹ 485 Cr.
  - ✓ Overhaul of Metering Infra and Smart Meters: ₹ 203 Cr.
  - ✓ Technology Adoption (SCADA, GIS, SAP ): ₹ 132 Cr.
  - ✓ Future Ready Infra (Customer Care Office, Indoor Substation) & Safety Initiatives: ₹ 133 Cr.

***Status as on 31 Oct'25: Tender processed / under delivery for ₹ 156 Crs.; 193 Capex Schemes (₹ 135 Cr.) approved/ awarded/ under execution***

09

## Inculcating habit of Safety and Quality Conscious team

- ✓ PPE's including safety gear, shoes, tool kits, Practical on-ground training sessions with frontline employees to improve their confidence in *using PPE's & Tools*
- ✓ Safety campaign conducted in waterlogged and densely populated areas (35+ Locations).
- ✓ Tree pruning in high vegetation growth feeders
- ✓ Completed routine maintenance of safety equipment, hands-on training on Emergency Response.

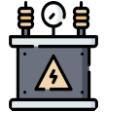


Safety Awareness & Training

Tree pruning in high vegetation growth feeders



## Major initiatives under progress for reliable and best in class service delivery

<b>Services</b>	 Development of CPDL Mobile APP	 Complaint Handling System Established	 Training of Electrical Safety to Employees	 System Operation Strengthened and OMS Implemented	 Preventive maintenance of EHT and HT Network	 Strengthening of Channel Partners for supply and services
<b>Infrastructure</b>	 Installation of MFM and SCADA in GSS	 Installation of Metering Test Bench	 Development of SAP Based Billing	 Establishment of Transformer Testing & Repair lab	 Augmentation and Replacement of PTRs	 Estimates for Revamping of Metering infra in Govt. offices

# Opportunities for a Discom with

- Low growth
- Low load factor

**Fast EV Growth is a BIG opportunity**

*Introducing the new era for Chandigarh Electricity Consumers*



RP-Sanjiv Goenka  
Group  
Growing Legacies



Chandigarh Power  
Distribution Limited (CPDL)

Distribution and Retail Power Supply of

# CHANDIGARH

IS NOW UNDERTAKEN BY

# CPDL

(Chandigarh Power Distribution Limited)

An RP Sanjiv Goenka Group Company

Your Electricity, Our Responsibility

24x7 Helpline: 92402 16666 / connectcpdl@rpsg.in



Thank  
You