

## **Session: DISCOMS AFTER COVID-19**

# **Tata Power DDL: Managing COVID & Life Post Covid-19**

**Mr. Subir Verma**

**Head (HR & IR)**

**Tata Power Delhi Distribution Limited**

- **Business Continuity & Work Place “Re-Entry”**
- **Employee Wellness**
- **Employee Engagement**
- **Attracting & Retaining Talent**
- **Diversity**
- **Focus Area – Now & Post COVID**

# . Business Continuity & Work Place “Re-Entry” Strategies

# Ensuring Business Continuity



TPDDL/CEO/2019-20 17.03.2020

## Constitution of Apex Committee for Monitoring COVID-19

In lieu of the Coronavirus outbreak in the country including Delhi-NCR, an Apex Committee has been constituted to monitor the physical well-being of all the employees and propose necessary preventive measures to ensure business continuity within Tata Power-DOL.

The Committee shall monitor the situation regularly and review twice a week till further order.

The Apex Committee team comprises of the following members:

Chairman	Mr. Subrata Kumar Das	Head (Operations & Safety)
Member	Dr. Kunda Mendhekar	Chief Medical Officer
Member	Mr. Ajay Kallie	Company Secretary & HSD (Risk Management)
Member	Mr. V.K. Saxena	Head (Safety)
Member	Mr. Subir Kumar Verma	Head (HR & IR)
Member	Mr. Siddharth Singh	Head (Corporate Affairs, Communication & Administration)
Member	Mr. Anil Kumar Gang	Head (RD Implementation & CSU)
Member	Ms. Kiran Gupta	Head (KCS & CS)
Member	Mr. Sunil Kumar Sharma	Head (Connection Management)
Member	Mr. Surender Singh	Head (Sub Urban Circle)
Member	Mr. Dushyant Kumar Tyagi	Head (Projects)
Member	Mr. S. Samanta	Head (IT)
Member	Mr. Rajkumar Sharma	Head (Sub Transmission)
Member	Mr. Ramesh Koul	Head (Billing, Recovery & Collection)
Secretary	Mr. Rinku Agarwal	Head (SHEADM)

Best regards,

*Ganesh Srinivasan*  
Ganesh Srinivasan

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

## Formation of APEX Committee (Identification & Mitigation of Risks)

## Implementation of safety measures (ROTA, SOP, PPEs, awareness mailers)



02.06.2020

"We are in this together and we will get through this together"

Our way of life has been greatly impacted due to the global pandemic caused due to Covid-19. It has rapidly changed how we live, work, and learn. Our organization is taking every necessary action to contain the outbreak. However, we all need to play our part to adapt and adjust to the NEW NORMAL.

As we pick up pace, slowly and steadily, let's consider our actions at every step. Each of us have a direct impact on our families, teams, the business, and the community at large. By reorienting ourselves and conforming to the government, the outside world, and to each other, we can overcome this situation and come out of it stronger.

A set of guidelines is being shared with all of you to help adjust to the new ways of working. Click on the below icon to view the guidelines.



Stay safe & take care!

*Subir Verma*  
Subir Verma  
Head (HR & IR)

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## COVID-19: COMPANY UPDATE

20.07.2020

Dear Friends,

I would like to update you on the weekly status of COVID – 19 cases in TPDDL:

S. No.	Description	19-Jul-20	05-Jul-20	Trend
1	Total Active Covid-19 Cases (undergoing recovery/treatment) as on 19-Jul-2020	15	39	↓24
1.1	Active Covid-19 Cases (TPDDL)	19	28	
1.2	Active Covid-19 Cases (BA)	5	11	

I am glad to report that there has been a substantial reduction in the number of active cases. In order for us to continue this positive trend, I would also like to reiterate that all of us need to:

1. Take all necessary precautions of social distancing, hygiene, other SOPs defined by the organization.
2. Obtain fitness / approval from CMO office before resuming office duties even after being home quarantine / tested negative against COVID-19

Remember, we all stand together to fight this unprecedented challenge. I leave you with the following inspiring lines:



*Ganesh Srinivasan*  
Ganesh Srinivasan

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## Regular updates to employees (Safety Measures, Covid cases, performance updates)

## Providing Support (Health Services, EAP, Medicines, Oximeters, work from home facility)



## Covid-19 Webinar Series

### Mental Health In The Times of COVID19



When we are dealing with a crisis, the first thing to get impacted is our mental health. COVID-19 is a crisis like none other, and it has impacted our mental and emotional resilience on a large scale.

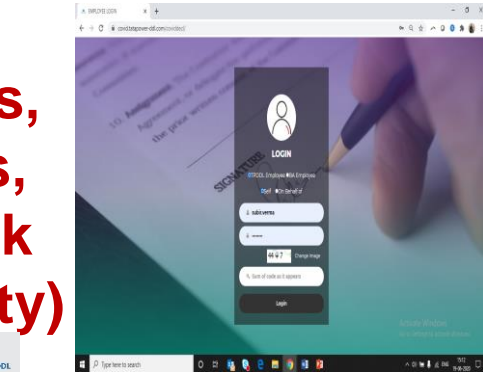
- Join us in this webinar where we discuss:
- Tips for dealing with the mental health fallout of isolation and quarantine
  - The stigma associated with the pandemic
  - Strategies for supporting mental health during COVID-19

Click here to watch the webinar

The webinar can be accessed 24/7.

Register on [www.1to1help.net](http://www.1to1help.net)  
Call 1800 270 1790 or 08042756888

**1to1help**  
HEALTHY WORKLIFE

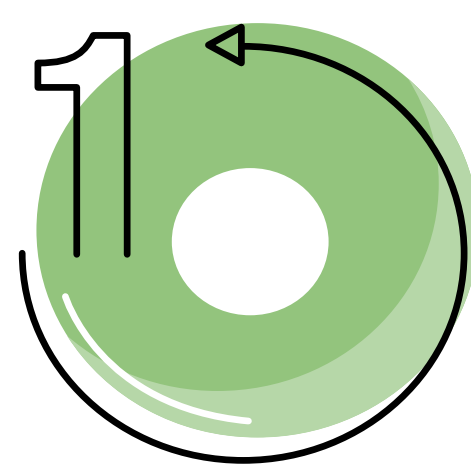


NAME OF PERSON * Subir Kumar Verma	DATE * 19/06/2020
LOCATION NAME * Corp. Off.	ID DETAILS * 93897
CATEGORY OF WORKER * TPDDL Employee	BODY TEMPERATURE * (Enter temperature(90 to 100))
ANY EXISTING CRITICAL CONDITION* Diabetes Cardiovascular Disease Chronic respiratory Disease Acute Hypertension None selected *	ANY EXISTING CRITICAL CONDITION(OTHERS) Specify Other Disease(if any)
1. Do you reside in an area / locality earmarked as Hotspot for COVID-19 or have been isolated by the govt. authorities? * <input type="radio"/> YES <input type="radio"/> NO 2. Do you have cough or sore throat or running nose? * <input type="radio"/> YES <input type="radio"/> NO 3. Do you feel shortness of breath? * <input type="radio"/> YES <input type="radio"/> NO 4. Does any of your family member have high temperature of any symptoms as mentioned above at 2 and 3. * <input type="radio"/> YES <input type="radio"/> NO 5. Have you / your family member been in contact with other people being suspected or diagnosed with COVID-19 positive? * <input type="radio"/> YES <input type="radio"/> NO 6. Have you downloaded Aarogya Setu app? * <input type="radio"/> YES <input type="radio"/> NO <input type="checkbox"/> PLAY STORE LINK <input type="checkbox"/> APP STORE LINK	

# Post COVID : Business Continuity

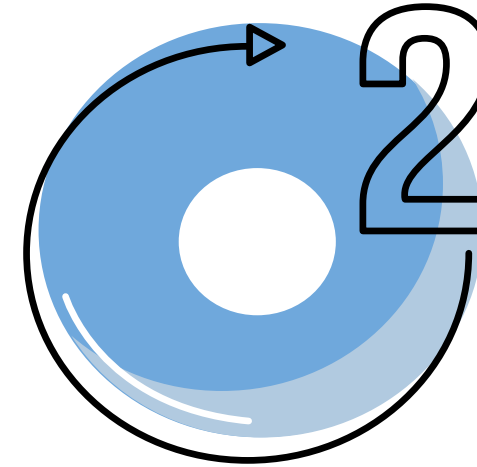
## Update Intelligence on a daily basis

Development are Unpredictable. Mechanism to gather business, employee, Stakeholders data & Intelligence fast



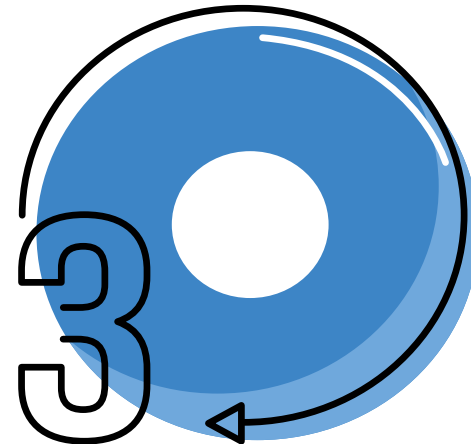
## Do not Assume, Ask Expert & Forecast Right

Authentic Information Source & Sharing at Right time,  
Consultant Multiple Experts before concluding



## Be Agile, Empower & Fast Decision Making

Respond to unknown situation fast  
Decentralize Decision Making



## Prepare for New Challenges Scenario analysis and planning

Anticipatory planning: Workforce management (health , commuting arrangements, child care, adult care, etc. parameters of employees to be a factor for planning)



**Adopt Technology for everything possible**

**Work from Home**

**Work from Office**

**Hybrid**

# Employee Wellness



# Ensuring Health and Safety



**Distribution of Pulse Oximeters**



**Online & On-Call Consultation by Health Services Group**



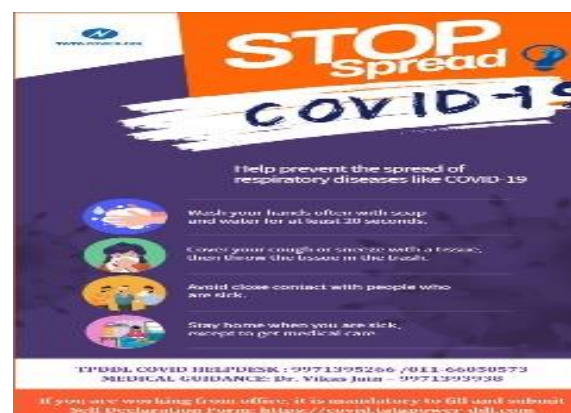
**Arsenicum album 30 distributed to employees**



**International Yoga Day Celebration**



**Tie-up with cure.fit: Encouraging Fitness**



**Daily Awareness Snippets**



**Webinars through 1to1.net**



**Guidance & SOP Video Bytes**

# Post COVID - Wellness Challenges

Physical Wellness

Mental Wellness

Financial Wellness

Social Wellness

Intellectual Wellness

Digital Wellness

## Mental Anxiety

Psychological anxiety because of lack of connect- real or virtual



## Engagement & Productivity

While working remotely a lot of documentation is required to keep everyone in the loop which might hamper productivity of employees



## Work-life balance

Employees might face crisis of work-life balance with juggling household chores, work assignment and spending time with kids/family.



## Income & Job security

Global economy is slipping which is leading to layoffs & bankruptcy. Employees are concerned about their job security more than ever



## Market Volatility

You can't help but think about the post pandemic changes in work structure, social gatherings and economy





# Employee Engagement

# Enhancing Employee Engagement



**My Lockdown Story:**  
Showcasing employees' talents



**Virtual Leadership Connects**



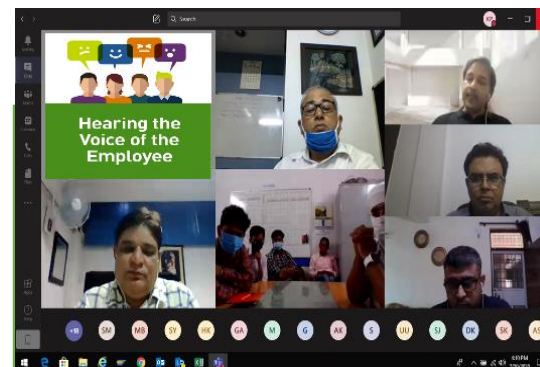
**Muskurati Zindagi with Ashish Vidyarthi**



**Symphony:**  
Live Virtual Musical Show



**Trainee Engagement: YPC & Induction Programs**



**Connecting through Voice of Employees & HR Nodal Officers**



**Happitude Campaign:** 2 month long campaign to engage employees



**Engagement Surveys & Polls**

# Recognising Employee Contributions



Monthly Themes shared with Cultural Club secretaries



## Gratitude Bytes for Thanking our Front Line Workers



## Virtual R&R Ceremonies for recognising and motivating employees in COVID Scenario

**New Rewards & Initiatives** to appreciate employees and create a personal connect

**COVID Warriors Reward** launched for BA employees who were working on field/ in office during Lockdown

**Personalized Letters & Gift Hampers** home delivered to Champion Awardees

**Tie up with Amazon** for ease of gifting & instant rewarding

**R & R for Employees involved in Revenue Recovery & Collection drive**



# Use the time to build **Future talent**

**gy@nkosh**  
E-Learning Programs



**Introduced Internal  
Webinars**



**TATA**  
**TOMORROW**  
UNIVERSITY

**624 employees** participated  
in various 'Learning Latitude'  
Webinar Series



**Opportunity to  
employees to pursue  
free e-learning  
courses from Harvard**

**greatlearning**  
*Learning for Life*

**Future-skills courses like**  
Data Science, Artificial  
Intelligence, Machine  
Learning, Software, Cloud  
Computing, Big Data

**Launch of Learn-a-thon  
Awards**

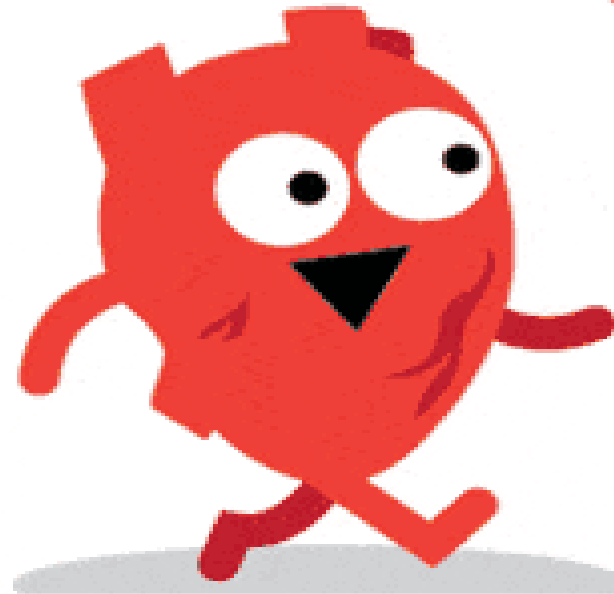


# Post COVID - Challenges for HR

**Head**



**Heart**



**Hand**



**Employee**

**Family**

**Society**

**Contractual  
Workforce**

**Stakeholders**

# Attracting & Retaining Top Talent



# Attracting & Retaining Top Talent

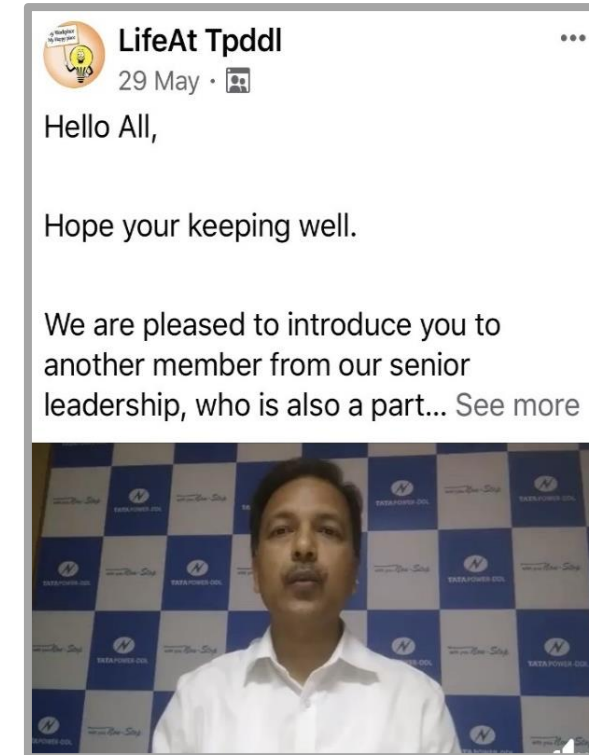
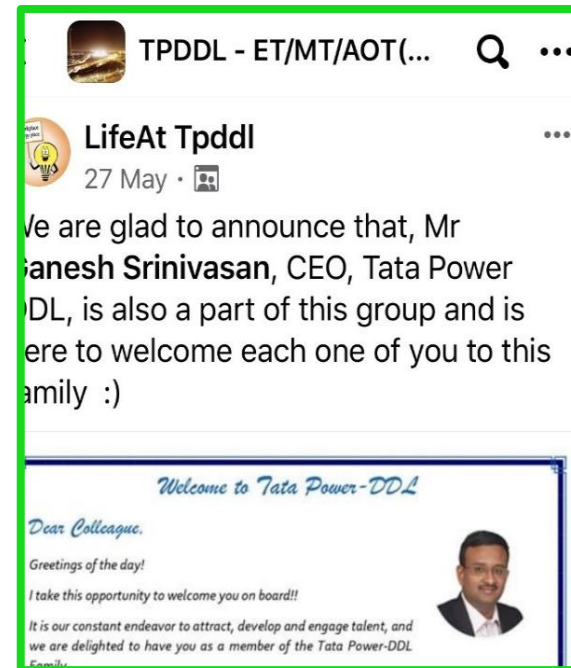
## Pre Joining Engagement Activity for Trainees

Connecting through Social Media  
– **Facebook & Whatsapp  
Group**

Welcome Message from CEO  
and Head - HR & IR

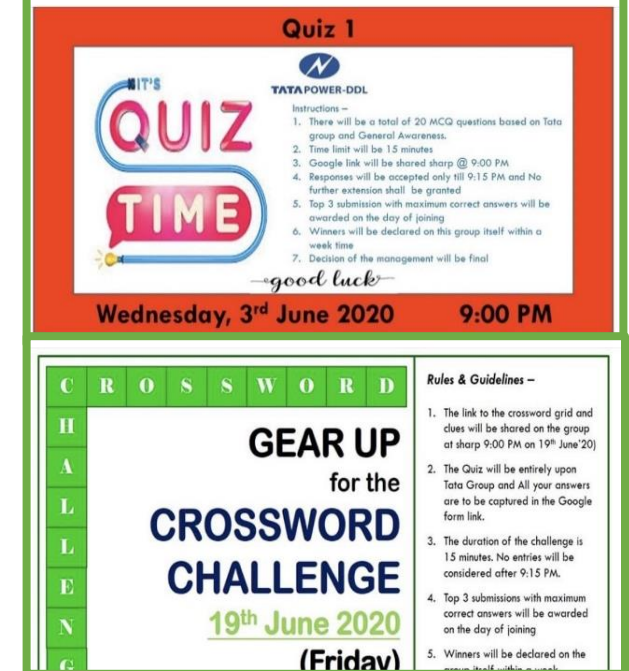
Engagement through Quiz,  
Crosswords, Competitions,  
Snippets about the company,  
Leadership, Information about  
Joining formalities

Winners of various contests  
**awarded on day of  
joining**



Our first challenge for you is here : **Quiz Competition.**

Don't Worry! It's not going to... See more



## SNAPSHOTS OF CAMPUS CONNECT PROGRAM

# Gender Diversity



## Women in Leadership League (WILL)



## All Women Customer Care Centres



## Open Dialogue



## Celebrations !!



## Self-Defense Training



## Representation in We Power!



Ms. Ester Martinez  
People Matters Media



Collaboration with  
USAID



# Focus on Diversity

## Woman Recruitment

- Women Recruitment
- Induction of Women Diploma Trainees (Electrical) for posting in Field
- Induction of Women ITI(Electrical)
- Induction of Women Diploma Trainees (IT)

## Gig Workforce

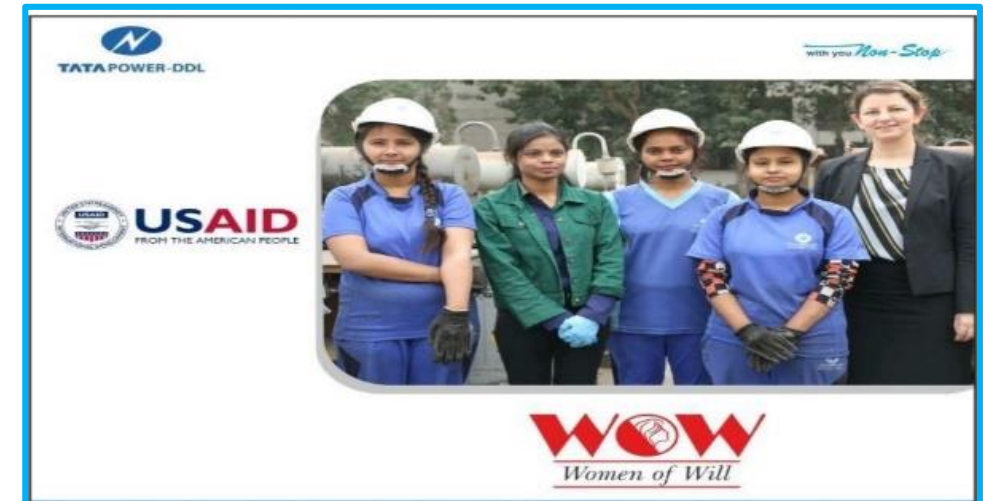
## Divyang Workforce

## Boomerang Workforce

## Supporting them through:

- Policy
- Process
- Program

TPDDL featured in #WomenofWILL published as 'Change Makers in Action' in USAID Engendering Utilities Global Quarterly Newsletter- May' 20



## Women in Leadership League (WILL)



**Create Security  
Blue & White Collar  
Workers**

**Well Being of  
Employees**  
(Physical, Mental, Social,  
Physical & Digital)

**Real-time health data  
& communication  
with  
employees**

**Create a  
comprehensive,  
emergency operation  
plan**

**Consumer Comfort  
with the Online  
World**

**Rapidly innovate  
around new needs**

**Prepare Talent for  
flexibility & to do  
multiple roles**

**Protect Privacy**

**Revise benefits  
policies**

**Share the Pain**

**Communicate**

**Empathy & Offer  
Emotional Support**

# Thank You

**India Smart Grid Forum**  
CBIP Building, Malcha Marg,  
Chanakyapuri,  
Delhi-110021  
Website: [www.indiasmartgrid.org](http://www.indiasmartgrid.org)