

CONTENTS

ACKNOWLEDGEMENT	i
DECLARATION	iii
THESIS COMPLETION CERTIFICATE	iv
CONTENTS	v
EXECUTIVE SUMMARY	x
LIST OF ABBREVIATIONS	xiv
LIST OF FIGURES	xvii
LIST OF TABLES	xx
CHAPTER-1 INTRODUCTION	1
1.1 BACKGROUND.....	1
1.2 NEED FOR RESEARCH	6
1.3 BUSINESS PROBLEM	7
1.4 POWER DISTRIBUTION SCENARIO IN INDIA	7
1.4.1 STUDY OF DIFFERENT POWER DISTRIBUTION UTILITY MODELS	9
1.4.2 POWER DISTRIBUTION CAPACITY AND ITS PERFORMANCE IN INDIA	14
1.4.3 POWER SECTOR REFORMS-2003 IN INDIA	15
1.5 ORGANISATION OF THE REPORT	16
1.6 SIGNIFICANCE OF THE STUDY	17
1.7 CONCLUDING REMARKS	18
CHAPTER-2 LITERATURE REVIEW	19
2.1 INTRODUCTION.....	19
2.2 OBJECTIVE OF LITERATURE REVEIW	21
2.3 LITERATURE SEARCH PROCESS AND SCOPE	22
2.4 AUTHOR WISE DETAILS OF RESEARCH PAPERS GATHERED:	24
2.4.1 LIST OF THEMES:.....	36
2.5 THEMATIC REVIEW OF LITERATURE:.....	37
2.5.1 GLOBAL SUSSTAINABLE DEVELOPMENT:.....	37
2.5.2 TECHNOLOGICAL UPGRADATION.....	46
2.5.3 POWER PURCHASE COST AND TARIFF REVISION	47

2.5.4 CUSTOMER EXPECTATIONS.....	47
2.5.5 FINANCIAL HEALTH AND STABILITY OF UTILITY	48
2.5.6 PRIVATIZATION AND DE-REGULATION:	48
2.5.7 INVESTMENT IN POWER SECTOR	49
2.5.8 MANPOWER COMPETENCIES.....	50
2.5.9 EMPLOYEE ENGAGEMENT AND CUSTOMER SATISFACTION.....	50
2.5.10 POLITICAL, REGULATOR AND COMPETITIVENESS:	50
2.5.11 DEMAND SIDE MANAGEMENT AND ENERGY CONSERVATION	52
2.5.12 POWER SECTOR REFORMS	52
2.5.13 CORPORATE SOCIAL RESPONSIBILITY:.....	53
2.6 POWER SECTOR REFORMS ACROSS THE WORLD:.....	53
2.6.1 OVERVIEW OF POWER SECTOR REFORMS IN GLOBAL ECONOMIES:.....	53
2.6.2 GLOBAL POWER SECTOR REFORMS AND LEARNING:.....	60
2.7 OVERALL RESEARCH GAPS	61
2.8 VARIABLES IDENTIFIED FROM LITERATURE REVIEW	62
2.9 CONCLUDING REMARKS	63
CHAPTER-3 RESEARCH DESIGN	64
3.1 INTRODUCTION.....	64
3.2 RATIONALE OF THE STUDY	65
3.3 RESEARCH PROBLEM	65
3.4 RESEARCH OBJECTIVE.....	65
3.5 RESEARCH QUESTIONS:.....	65
3.6 SCOPE OF STUDY	66
3.7 RESEARCH MODEL.....	67
3.8 THE PHILOSOPHICAL WORLDVIEW PROPOSED IN THE STUDY	67
3.9 STRATEGIES OF INQUIRY	67
3.10 OPERATING DEFINITION OF THE VARIABLES FOUND FROM LITERATURE SURVEY:	68
3.11 HYPOTHESIS:	70

3.12 RESEARCH METHODOLOGY	71
3.13 SAMPLING PROCEDURE.....	72
3.13.1 TARGET POPULATION:	72
3.13.2 SAMPLE FRAME.....	72
3.13.3 SAMPLING TECHNIQUE	73
3.13.4 SAMPLE SIZE	73
3.14 INSTRUMENT DESIGN	73
3.14.1 QUESTIONNAIRE DEVELOPMENT	73
3.14.2 SCALE FORMATION.....	75
3.15 INSTRUMENT RELIABILITY	75
3.15.1 INTERNAL CONSISTENCY-RELIABILITY	75
3.16 INSTRUMENT VALIDITY	77
3.17 QUESTIONNAIRE FORMAT:.....	81
3.18 DATA COLLECTION:.....	82
3.19 QUANTITATIVE ANALYTICAL TOOL USED	84
3.20 CONCLUDING REMARKS	86
CHAPTER-4 OVERVIEW OF POWER DISTRIBUTION IN INDIA....	93
4.1 INTRODUCTION.....	93
4.2 OVERVIEW OF POWER SECTOR IN INDIA.....	93
4.3 EVOLUTION OF POWER DISTRIBUTION IN INDIA	95
4.3.1 DISTRIBUTION UTILITY MODEL IN INDIA.....	97
4.3.2 SHUNGLU COMMITTEE REPORT:	102
4.3.3 B K CHATURVEDI COMMITTEE REPORT	103
4.3.4 INTEGRATED POWER DEVELOPMENT SCHEME	105
4.3.5 AMENDMENT IN ELECTRICITY ACT	105
4.3.6 CONTENT AND CARRIAGE	106
4.4 POST REFORMS CHALLENGES OF POWER DISTRIBUTION UTILITY IN SUSTAINABILITY POINT OF VIEW.....	107
4.4.1 POWER PURCHASE COST	107
4.4.2 AT&C LOSSES IN VARIOUS UTILITIES AND ITS IMPACT	108
4.4.3 TARIFF DETERMINATION AND REGULATORY OVERHANG	109
4.5 PROGRESS IN POWER SECTOR.....	110

4.5.1 TECHNOLOGY INTERVENTION FOR PERFORMANCE IMPROVEMENT	110
4.5.2 DEMAND SIDE MANAGEMENT	111
4.5.3 ROLE OF SOCIAL INITIATIVES LIKE CSR FOR PERFORMANCE IMPROVEMENT	111
4.5.4 CUSTOMER SATISFACTION	117
4.6 SUMMARY	117
4.7 CONCLUDING REMARKS	119
CHAPTER-5 DATA ANALYSIS AND FINDINGS	120
5.1 INTRODUCTION.....	120
5.2 IDENTIFICATION OF FACTORS INFLUENCING POWER DISTRIBUTION UTILITIES USING FACTOR ANALYSIS:	98
5.3 IDENTIFICATION OF INTERNAL AND EXTERNAL FACTORS FOR PPP MODEL	102
5.4 SWOT ANALYSIS FOR PPP MODEL	109
5.5 IE MATRIX TESTING FOR IDENTIFYING BUSINESS STRATEGY FOR PPP UTILITY MODEL:	110
5.5.1 IE MATRIX, IFE&EFE	110
5.5.2 EVALUATION OF IE ANALYSIS.....	114
5.6 PROPOSAL OF CORE AND NON CORE BUSINESS FOR PPP MODEL.....	115
5.6.1 FINDINGS ON CORE BUSINESS	116
5.6.2 IE MATRIX FOR CORE BUSINESS:	132
5.6.3 NON-CORE BUSINESS.....	133
5.6.4 IE MATRIX FOR NON-CORE BUSINESS:	141
5.7 RECOMMENDATION OF BUSINESS:	142
5.8 RECOMMENDATION OF STRATEGIES FOR POWER DISTRIBUTION UTILITY	142
5.9 CONCLUDING REMARKS	142
CHAPTER-6 CONCLUSIONS AND RECOMMENDATIONS	144
6.1 CONCLUSION:	144
6.2 RESEARCH GAP FULFILMENT	147
6.3 CONCLUSIONS WITH THEORITICAL CONSTRUCTS	147

6.4 RECOMMENDATIONS:	151
6.5 RESEARCH CONTRIBUTIONS	152
6.6 LIMITATION OF STUDY	152
6.7 FUTURE SCOPE OF STUDY	153
6.8 CONCLUSIONS	153
CHAPTER-7 REFERENCES.....	155
APPENDIX-A QUESTIONNAIRE.....	161
APPENDIX-B QUANTITATIVE ANALYSIS	175
APPENDIX-C TENDER RATES.....	311
APPENDIX-D TARIFF AND FINANCIAL ISSUES.....	314
APPENDIX-E GAZETTE NOTIFICATION FOR OTHER BUSINESS OF TRANSMISSION	321
PROFILE OF THE AUTHOR	326