

CII recognises Tata Power at its Sixth National Excellence Practice Competition 2018

~ Tata Power Distribution team was declared as the Winner in Customer Engagement & Satisfaction Practice in the Manufacturing Sector Under the Stream of Infrastructure/ Power ~

National, 27th August, 2018: Tata Power, India's largest integrated power company was honoured at the **6th CII National Excellence Practice Competition 2018**. The Company's Distribution team was awarded for the **Customer Engagement & Satisfaction Practice** in the **Infrastructure & Power Sector** at an event held in Bengaluru on August 23, 2018.

The award was presented by Mr. Vipin Sahni (Executive Director CII-IQ) and Jury Members (Mr. J Sridharan, Former President, Aditya Birla Group, Mr. Sathya Murthy-Managing Director, Kewaunee Scientific Corporation, Mr. A Rajagopal, General manager – Customer Satisfaction & Quality, Schneider Electric) to Mr. Manoj Gupta (Head-HCB Customer Management) and Mr. Sunny Puthran (Call Centre & Digitalization) from Tata Power.

The Competition organised by CII was aimed at showcasing the best practices implemented by the Organizations to drive Customer engagement models, Customer experience monitoring and Satisfaction measurement practices to deliver superior customer experience. The 2018 CII Awards witnessed participation of 17 leading companies who created breakthrough business through innovative strategies. This year, two Sectors namely "Manufacturing and Services" were represented covering streams of Infrastructure/ Power and Engineering Industries (under Manufacturing) and IT&ITES, Hospitality, Non-Profit Organization & Financial (under Services). 4 awards were presented across each stream.

Mr Praveer Sinha, CEO and MD, Tata Power said, "*Tata Power is privileged to receive this prestigious honour. We are delighted to be recognised by CII, the foremost industry association for our report on Capturing post transactional Customers feedback across Key Customer Touch-points using online and Real Time Platform. It's our endeavour to provide superior customer service and achieve excellence in distribution business.*"

Other top honorees at the CII National Excellence Practice Competition 2018 in Manufacturing Sector under the Stream of Infrastructure/ Power were The Calcutta Electricity Supply Corporation (CESC) (1st Runner up), The National Thermal Power Corporation (NTPC), Vindhyachal (2nd Runner up) and Mumbai International Airport Limited (MIAL) (3rd Runner up).



About Tata Power:

Tata Power is India's largest integrated power company and, together with its subsidiaries & jointly controlled entities, has an installed capacity of 10857 MW. A pioneer in the field, it has a presence across the entire power value chain: Generation of renewable as well as conventional power including hydro and thermal energy; transmission & distribution, trading and coal & freight logistics. With renewable energy assets in solar and wind accounting for 22% of the company's portfolio, Tata Power is a leader in clean energy generation. In line with the company's view on sustainable and clean energy development, Tata Power is steering the transformation of utilities to integrated solutions by looking at new business growth in EV charging & storage, distributed generation & rooftops, microgrids and home automation & smart meters.

It has successful public-private partnerships in generation, transmission & distribution in India namely: 'Tata Power Delhi Distribution Ltd.' with Delhi Vidyut Board for distribution in North Delhi; 'Tata Power Ajmer Distribution Ltd.' with Ajmer Vidyut Vitran Nigam Ltd. for distribution in Ajmer; 'Powerlinks Transmission Ltd.' with Power Grid Corporation of India Ltd. for evacuation of Power from Tala hydro plant in Bhutan to Delhi; 'Maithon Power Ltd.' with Damodar Valley Corporation for a 1050 MW Mega Power Project at Jharkhand. Tata Power is serving more than 2.6 million distribution consumers in India and has developed the country's first 4000 MW Ultra Mega Power Project at Mundra (Gujarat) based on super-critical technology.

With growing international focus, Tata Power's global presence includes strategic investments in Indonesia through a 30% stake in the coal company PT Kaltim Prima Coal (KPC); 26% stake in mines at PT Baramulti Suksessarana Tbk (BSSR); in Singapore through Trust Energy Resources; in South Africa through a joint venture called 'Cennergji' to develop projects in sub-Saharan Africa; in Zambia through a 50:50 joint venture with ZESCO for 120 MW Hydro project; in Georgia through AGL which is a joint venture with Clean Energy, Norway & IFC for development of 187 MW hydro project; in Bhutan through a hydro project in partnership with The Royal Government of Bhutan.

With its 103 years track record of technology leadership, project execution excellence, world-class safety processes, customer care and driving green initiatives, Tata Power is poised for multi-fold growth and committed to 'lighting up lives' for generations to come. Visit us at: www.tatapower.com.

For further information, please contact:

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