

Tata Power dedicates India's first all-women Customer Relations Centre in the power utility sector to Customers of Mumbai

~CRC to be entirely run by seven women trained to deliver enhanced Customer Experience~

National, July 31, 2018: Tata Power, India's largest integrated power company, today inaugurated the country's first all-women Customer Relations Centre (CRC) for power utility customers. This CRC in Andheri (West), Mumbai will be entirely managed by a team of seven Ladies who are trained to handle gamut of customer services offering such as new power supply applications, monthly bill payments and other customer related services, including addressing to Customers' Concerns and queries. All the functions including security at the CRC are handled by women.

Apart from opening the power sector to offer more job opportunities to women, the move from Tata Power is to address an increasingly more diverse customer base for the company. An all-women CRC is the company's first major move to address its women customers better. It is also an ideal platform for the company's women employees to showcase their ability to independently manage and operate a full-fledged Customer Relations Centre.

Mr. Praveer Sinha, CEO & Managing Director, Tata Power, said, *"As in most infrastructure-based businesses in India, the power utility sector also has a relatively lower representation of women. We believe, with the requisite training, women's role in this critical sector can be greatly improved and an all-women centre like this, will also help us reach out to our women customers better. Our Andheri (West) CRC, run entirely by seven well-trained women, we hope, will set a new standard for the industry, that others can help expand. Apart from the customer-facing side of its business, Tata Power will continue to proactively strengthen women's participation in other departments in the power utility sector."*



Tata Power Customer Relations Centre
Shop No 07, 7A Shri Hari Co-op Society ,
RTO Road , Lokhandwala Complex,
Andheri West Mumbai - 400058
Landmark - Near Kokilaben Ambani Hospital
Opposite to Karamveer Sports Complex

You may click on the Google Link <https://goo.gl/maps/RRp4wQyPV582> or

Alternatively, you may Scan the QR code to reach Andheri (W) CRC



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 10757 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 30% 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-Sahara 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.

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