TATA POWER

TATA

for immediate use **PRESS RELEASE**

Tata Power inaugurates its second 'All-women' Customer Relations Centre in Borivali, Mumbai

~CRC to be entirely run by 10 women trained to deliver enhanced Customer Experience~

Mumbai, October 15, 2018: Tata Power, India's largest integrated power company, conceptualized India's first 'All-women' Customer Relations Centre (CRC) for power utility customers this year by inaugurating its First CRC centre in Andheri (West). With an aim to continue providing their talented and highly skilled women employees with new avenues for growth and development, the company today inaugurated its second All Women CRC in Borivali (East), Mumbai.

The new centre will be entirely managed by a team of 10 women personal . All the functions at the CRC including security will be handled by women.

The move is a testament of Tata Power's vision to strengthen economic diversification for the company, influencing the employability and empowerment of the local women. The centre is 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. Minesh Dave, President - Transmission & Distribution, Tata Power, said, *"We are really glad to inaugurate our second All Women CRC which will be run entirely by 10 well-trained women. We hope to make these centres a rich training ground for women employees in building new skills, capabilities and expertise. We look forward to proactively strengthen women's participation in other departments in the power utility sector apart from customer-facing role."*





Key Video Links concerning the inauguration

Facebook Live link of the ***Inauguration ceremony:***
https://m.facebook.com/story.php?story_fbid=478755372609731&id=212077175493162

Mr.Minesh .Dave*, President (Transmission & Distribution), Tata Power shares his thoughts on 'All Women Customer relations centre ' :*
https://m.facebook.com/story.php?story_fbid=324527408128560&id=212077175493162

Mr.VR Shrikhande *, Chief - Distribution Supply Mgmt Group, Tata Power shares his thoughts on 'All Women Customer relations centre '*
https://m.facebook.com/story.php?story_fbid=1143977505760015&id=212077175493162

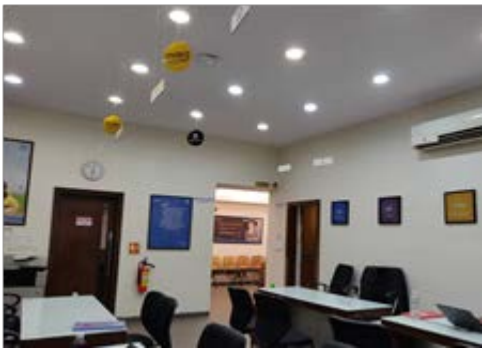
Ms. Aneri*, Tata Power Customer, at the centre shares her experience about the 'Aa women Customer Relations centre in power sector*
https://m.facebook.com/story.php?story_fbid=495183380982513&id=212077175493162

For further reference, visit the social media handles at:

- **Twitter** | https://twitter.com/TataPower?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor
- **Linkedin** | https://www.linkedin.com/company/tata-power/
- **Facebook** | https://www.facebook.com/tatapower

Details of Tata Power's New All-Women Customer Relations Centre





Tata Power Customer Relations Centre
Tata Power Residential Colony,
Jai Maharashtra Rd,
Borivali (East), Mumbai – 400066
Landmark - Near Magathane Bus Depot / Police Station

You may click on the Google Link **https://goo.gl/maps/Aqv9NkkVkY42** or

Alternatively, you may Scan the QR code to reach Borivali (E) 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 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 'Cennergi' 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

For further information, please contact:	
Shalini Singh Chief-Corporate Communications & Sustainability The Tata Power Company Limited Email: shalinis@tatapower.com	Payal Tiwari & Priyanshi Shah Adfactors PR 9930811164 & 9920368044 **Email:** payal.tiwari@adfactorspr.com priyanshi.shah@adfactorspr.com