

CORPORATE CUSTOMER SERVICE POLICY

Tata Power is committed to continuously exceed customer expectations, in pursuit of its aim to be the most admired organization in the Power Sector. It is our endeavour to:

- Provide reliable and quality power supply to all our consumers at competitive rates.
- Innovate and add value to our services.
- Ensure that the entire organization becomes customer-centric.
- Create next practices in services that become benchmarks for others to follow.
- Create a customer friendly environment at all our customer interaction centres or interfaces.
- Commit ourselves to meet the ever increasing customer expectations.
- Train and develop our employees continuously to meet the challenges of a dynamic business environment.
- Meet the statutory and regulatory performance standards while improving our own standard of performance.
- Uphold our values and adhere to the Tata Code of Conduct.

Tata Power is committed to ensure availability of all necessary resources required to meet the goals of the Corporate Customer Policy.



(Praveer Sinha)
CEO & Managing Director

Date: 15th June, 2018

