

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, November 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



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