

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, November 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



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