

Tata Power inaugurates Ajmer's first 'All-women' Customer Relations Centre

~Customer Relations Centre to be entirely run by women trained to deliver enhanced Customer Experience~



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



Jaipur and Delhi, November, 2018: Tata Power, India's largest integrated power company, has always worked towards empowering women. With a vision to strengthen economic diversification for the company, influencing the employability and empowerment of the local women, it conceptualized India's first 'All-women' Customer Relations Centre (CRC) for power utility customers this year by inaugurating its First Customer Relations centre in Mumbai.

With an aim to give momentum to this vision and provide their talented and highly skilled women employees with new avenues for growth and development, the company inaugurated Ajmer's first "All-Women' Customer Relations Centre.

The centre will entirely be managed and run by Tata Power Ajmer's women employees. All functions from the Consumer Service Representative to security will be handled by women. At the centre, consumers will be able to access Customer Care Centre new connection, name change, load extension, meter replacement, bill fixation etc. and a single window program is implemented to resolve consumer complaints within the stipulated time.

Speaking on the occasion, **Mr. Yogesh Luthra, CEO**, Tata Power Ajmer said, *"This is Tata Power Ajmer's positive step towards women empowerment. We believe in presenting equal opportunities to all employees, irrespective of their gender. In today's time, women have proved to be at par with men in every field."*

The inaugural event was graced by Alok Srivastava, Head Corporate Affairs; Kailash Mali, CFO; Manish Jain, Chief Commercial Officer; Prashant Singh, Chief Operation Officer and Surendra Shekhawat ,Advisor.

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>

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