



ADANI TRANSMISSION LIMITED
CUSTOMER SERVICE POLICY

Adani Transmission Limited is committed to provide high quality service to customer by exceeding their expectations. It is our continuous efforts to:

- To provide Reliable & Quality power via Efficient & intelligent network to customer.
- Amplify value by digitalizing & innovating services.
- Provide customers with effective and innovative solutions to their problems
- Customer-centric approach to realise the expectation of customers
- Robust feedback mechanism to conduct regular surveys and welcome feedback whether positive or negative.
- Create Generation Next services to WOW the customer and become benchmark for others to follow.
- Create Customer Friendly environment for easy accessibility and approach at all customer interfaces.
- Provide communication links, processes, procedures and systems at all appropriate levels in order to maximise customer responsiveness and cooperation
- Facilitate training programmes for employees to keep them updated and meet the dynamic customer requirements.
- Adhere to statutory and regulatory performance criteria while improving our own standard of performance.

Date: 1st July 2019