

CERTIFICATE OF APPROVAL

Issued by Indian Register Quality Systems
(A Division of IRCLASS Systems and Solutions Private Limited)

This is to certify that the Quality Management Systems of

Organisation: The Tata Power Company Limited
Distribution Division

Address: Head Office: The Tata Power Company Limited,
Distribution Division, Senapati Bapat Marg,
Lower Parel, Mumbai - 400 013,
Maharashtra, India

Zonal Offices & Customer Relation Centers:
6 Zonal Offices & 10 Customer Relation Centres

Support Locations & Scope: Refer Annexure

has been assessed and found conforming to the following requirement

Standard: ISO 9001:2015

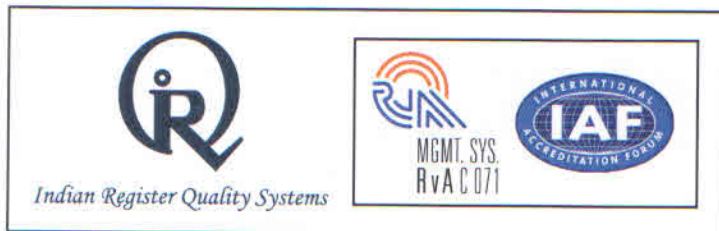
Scope: Supply and Distribution of Electricity in
Mumbai License area

Certificate No.: IRQS/220100871

Initial Certification Date : 21/08/2019

Current Date of Granting : 20/08/2022

Expiry Date : 19/08/2025




Shashi Nath Mishra
Head IRQS

This approval is subject to continued satisfactory maintenance of the Quality Management Systems of the organization to the above standard which will be monitored by IRQS. The use of the Accreditation Mark indicates accreditation with respect to activities covered by the certificate with accreditation no. CO 71. Condition Overleaf

COA/IRQS/RvA/QMS/Rev 00

Head Office: 52A, Adi Shankaracharya Marg, Opp. Powai Lake, Powai, Mumbai - 400 072, India.

Annexure to Certificate No. IRQS/220100871
 with respect to the following scope:
 Sites/Support Functions & Locations which support
 M/s. The Tata Power Company Limited
 Distribution Division

Sr. No.	Address	Scope of support site/Support function for this site
	<u>Head Office:</u> The Tata Power Company Limited, Distribution Division, Senapati Bapat Marg, Lower Parel, Mumbai - 400 013, Maharashtra, India	<ul style="list-style-type: none"> • Management Functions • Commercial Services Functions • Customer Relationship Management • Demand Side Management • Meter Management • Network Planning & Consumer Engineering • O&M Services & Capex Support Planning • Stores • Geographic Information System • Human Resource Management • Safety • Legal Compliances
<u>Zonal Offices</u>		
1	<u>North Zone:</u> The Tata Power Company Limited, Borivali Receiving Station, Tata Power House Road, Borivali (East), Mumbai -400 066, Maharashtra, India	Operation, Preventive Maintenance, Breakdown Maintenance, Installation and Commissioning of Distribution Network, Consumer Acquisition, Execution of Equipment Relocation, Load Enhancement & Load Reduction
2	<u>West Zone:</u> The Tata Power Company Limited, Borivali Receiving Station, Tata Power House Road, Borivali (East), Mumbai -400 066, Maharashtra, India	
3	<u>Urban Zone:</u> Tata Power Company Limited, BKC Substation, Near Asian Heart Hospital, Bandra Kurla Complex, Bandra East, Mumbai - 400 051, Maharashtra, India	
4	<u>Metro Zone:</u> The Tata Power Company Limited, Saki Sub Station, 42, Saki Vihar Road, Andheri East, Mumbai - 400 072, Maharashtra, India	
5	<u>City Zone :</u> The Tata Power Company Limited, Distribution Division, Senapati Bapat Marg, Lower Parel, Mumbai 400 013, Maharashtra, India	
6	<u>East Zone:</u> The Tata Power Company Limited, Powai Receiving Station, Near Kailash Complex, Park Site Road, Vikhroli West, Mumbai - 400 079, Maharashtra, India	



Shashi Nath Mishra

Head IRQS

Annexure to Certificate No. IRQS/220100871
 with respect to the following scope:
 Sites/Support Functions & Locations which support
 M/s. The Tata Power Company Limited
 Distribution Division


Customer Relation Centres		
Sr. No.	Address	Scope of Support Site/Support Function for this Site
1	<u>Mira Road (East)-</u> Tata Power Customer Relations Centre, Shop No. 12 & 13, Shree Vakratund Co-op Housing Society, Sarvodaya Complex, Opp.Golden Nest, Mira Bhayander Road, Mira Road(East)- 401107	Complaint Redressal and Access Management
2	<u>Borivali (East) -</u> Tata Power Customer Relations Centre, Tata Power Housing Colony, Dattapada Road, Near Magathane Bus Dept, Borivali (E), Mumbai - 400066	
3	<u>Kandivali (West) -</u> Tata Power Customer Relations Centre, Shop No 23, 24, 25 & 26, Blue Ocean - II, Blue Empire Complex, Ekta Nagar, Off New Link Road, Kandivali W, Mumbai - 400067	
4	<u>Goregaon (West) -</u> Tata Power Customer Relations Centre, Shop No B/5, S.N. Udaaka CHS Ltd, Prahodhan Krida Bhavan Marg, Siddharth Nagar, Goregaon (West), Mumbai - 400104	
5	<u>Andheri (West) -</u> Tata Power Customer Relations Centre, Shop No 07, 7A Shri Hari Co-op Society, RTO Road, Lokhandwala Complex, Landmark - Next to Kokilaben Hospital, Andheri West, Mumbai - 400058	
6	<u>Saki -</u> Tata Power Customer Relations Centre, Unit No. 8/55 Corporate Avenue, Saki Vihar Road, Opposite Saki Vihar Telephone Exchange, Andheri (E), Mumbai - 400072	



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with respect to the following scope:
Sites/Support Functions & Locations which support
M/s. The Tata Power Company Limited
Distribution Division

Sr. No.	Address	Scope of Support Site/Support Function for this Site
7	<u>Matunga</u> : Tata Power Customer Relations Centre, Tata Power Distribution Customer Service, Dharavi Receiving Station, Near Shalimar Industrial Estate, Matunga, Mumbai - 400019	Complaint Redressal and Access Management
8	<u>Ghatkopar (W)</u> - Tata Power Customer Relations Centre, Unit No. 5, Goldcrest Business Park, Opp. Shreyas Cinema, Nityanand Nagar, Ghatkopar-W, Mumbai - 400086	
9	<u>Khar (W)</u> - Tata Power Customer Relations Centre, Ground Floor, Indira Bhawan, Plot No. 18, 4 th Road, Near Hotel Regal enclave, Ram Krishna Nagar, Khar West, Mumbai - 400052	
10	<u>Chembur</u> - Tata Power Customer Relations Centre, Shop No. 13, Vani Building, Opposite Borla Society, Near Basant Theatre, Chembur, Mumbai - 400074	


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Distribution Division

Address: Head Office: The Tata Power Company Limited,
Distribution Division, Senapati Bapat Marg,
Lower Parel, Mumbai - 400 013,
Maharashtra, India

Zonal Offices & Customer Relation Centers:
6 Zonal Offices & 10 Customer Relation Centres

Support Locations & Scope: Refer Annexure

has been assessed and found conforming to the following requirement

Standard: ISO 14001:2015

Scope: Supply and Distribution of Electricity in
Mumbai License area

Certificate No.: IRQS/220300872

Initial Certification Date : 21/08/2019

Current Date of Granting : 20/08/2022

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COA/IRQS/RvA/EMS/Rev 00

Head Office: 52A, Adi Shankaracharya Marg, Opp. Powai Lake, Powai, Mumbai - 400 072, India.

Annexure to Certificate No. IRQS/220300872
 with respect to the following scope:
 Sites/Support Functions & Locations which support
 M/s. The Tata Power Company Limited
 Distribution Division


Sr. No.	Address	Scope of support site/Support function for this site
	<u>Head Office:</u> The Tata Power Company Limited, Distribution Division, Senapati Bapat Marg, Lower Parel, Mumbai - 400 013, Maharashtra, India	<ul style="list-style-type: none"> • Management Functions • Commercial Services Functions • Customer Relationship Management • Demand Side Management • Meter Management • Network Planning & Consumer Engineering • O&M Services & Capex Support Planning • Stores • Geographic Information System • Human Resource Management • Safety • Legal Compliances
Zonal Offices		
1	<u>North Zone:</u> The Tata Power Company Limited, Borivali Receiving Station, Tata Power House Road, Borivali (East), Mumbai -400 066, Maharashtra, India	Operation, Preventive Maintenance, Breakdown Maintenance, Installation and Commissioning of Distribution Network, Consumer Acquisition, Execution of Equipment Relocation, Load Enhancement & Load Reduction
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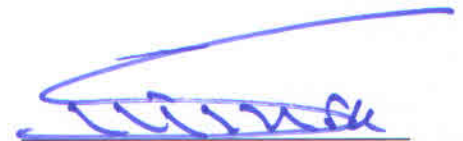


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Standard: ISO 45001:2018

Scope: Supply and Distribution of Electricity in
Mumbai License area


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