



TATA POWER-DDL

Customer Workshop on Value Added Services (VAS)

Empowering customers by offering Value-added Services and working towards their satisfaction has been a key focus area for Tata Power-DDL. In furtherance to our endeavor of partnering with our customers towards knowledge sharing, a workshop was organized for Commercial and Industrial customers (mix of Express, KCG and HRB segments) on Thursday May 19th, 2022 at Tata Power-DDL Learning Center. During the workshop, customers were imparted awareness on Value Added Services leading to energy conservation and strengthening Safety.

The workshop witnessed an enthusiastic participation by more than 50 esteemed customers. Mr. Rajeev Kharyal, Head (CS, KCG, VAS & New Business) welcomed all the participants and briefed them about Tata Power-DDL's focus on enabling Value added services for the customers. Enriching sessions on HVAC (Heating, Ventilation and Air Conditioning Solution; APFC (Automatic Power Factor Controller); Smart Energy Management Solution; POWEReasy; Home Automation and Solar were delivered by subject matter experts (Mr. Amit Jain from Tata Power Trading Company Limited, Mr. Tejas Jhaveri from Jhaveri Power Labs LLP, Mr. Syed Hasan from EaaS team TPDDL & Mr. Omjee/ Mr. Manish from NBS team TPDDL).

Ms. Manisha Wadhwa HoG (KCG & HRB) and Ms. Meenakshi Arora HoG (Express & PA) planned the entire event and pitched in with their valuable inputs during the faculty-customer interactions. The workshop was concluded with a vote of thanks to all the participants by Mr. Nikhil Pathak HOD (Express, PA, G&I, HRB, KCG and Customer Services Group).

The participants whole heartedly appreciated the initiatives taken by Tata Power-DDL and praised the organization's commitment to serve its customers. They were quite inquisitive about the offerings and found them relevant for their business. Each customer who exhibited interest in respective VAS services/ products shall be followed in person by respective Key Account Managers to facilitate them in availing the solution.



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Some glimpses from the event:

