

CESC Limited
Customer Policy

Customers are a key pillar to business growth and continuity. CESC Limited ('CESC', "the Company") believes that it's imperative for the Company to sharpen focus on consumer satisfaction as well as further enhancing their experience. Therefore, the Company's business functions along with its internal stakeholders always endeavour to:

- Provide Reliable and Quality Power Supply to all Consumers;
- Treat both our internal and external Customers with respect and fairness by ensuring processes that ensure Customer First in a Sustainable, Compliant and Ethical manner;
- Adhere to statutory and regulatory performance criteria and constantly improving our own performance standards;
- Leverage Digital Technology and platform to render Consumers Services through multiple channels;
- Listen attentively through Voice of Customer programs for further enhancing Customer Satisfaction & Experience;
- Promote our Services and communicate regularly to our Consumers in a fair and transparent manner;
- Encourage Innovation and adopt Emerging Technology, behaviours and reformed structures to transform the quality of Utility Service provided by the Company;
- Maintain privacy of Consumers' data.

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