

## QUALITY POLICY

Reliance Energy Limited is committed to be amongst the most admired & trusted integrated Electric Supply Utility Companies in the world.

Reliance Energy Limited shall deliver reliable and quality products and services to all customers at competitive costs, with international standards of customer care – thereby creating superior value for all stakeholders.

Reliance Energy Limited is committed to comply with requirements and continually improve the effectiveness of the Quality Management System as per ISO 9001:2000.

Reliance Energy Limited shall set new benchmarks in standards of corporate performance and governance through the pursuit of operational / environmental and financial excellence, responsible citizenship, and profitable growth.

Date. 24-02-04

(Anil D. Ambani)  
Chairman & Managing Director  
Reliance Energy Limited

## QUALITY OBJECTIVES

The quality objectives of Reliance Energy Limited are to:

To attain global best practices and become a world-class utility.

To provide uninterrupted, affordable, quality, reliable and clean power, to millions of customers.

To achieve excellence in service, quality, reliability, safety and customer care.

To earn the trust and confidence of all customers and stakeholders, exceeding their expectations, and make the company a respected household name.

To work with vigour, dedication and innovation, with total customer satisfaction as the ultimate goal.

To consistently achieve high growth with the highest levels of productivity.

To be a technology driven, efficient and financially sound organization.

To be a responsible corporate citizen nurturing human values and concern for society, the environment and nation building.

To promote a work culture that fosters individual growth, team spirit and creativity to overcome challenges and attain goals.

To encourage ideas, talent and value systems.

To uphold the guiding principles of trust, integrity and transparency in all aspects of interactions and dealings.

Date. 24-02-04

(Anil D. Ambani)  
Chairman & Managing Director  
Reliance Energy Limited