

CORPORATE QUALITY MANUAL

MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD

CORPORATE OFFICE, MUMBAI

QUALITY POLICY

MSETCL Corporate office Mumbai, pledges to provide Power [Electricity] reliably, with ever-improving value and satisfaction to our customers by:

- **Providing prompt, Economical, transmission with lowest possible losses, and minimum interruption by applying innovative and technically superior ideas and services that meet or exceed customer expectations.**
- **Continually improving our organizational performance and capabilities.**
- **Performing our work to the highest level of quality workmanship; following applicable Statutory and Regulatory requirements.**
- **Ensuring that our contractors, subcontractors and suppliers meet and exceed our quality standards.**
- **Establishing and reviewing key performance indicators, objectives & taking Corrective & Preventive action as needed.**
- **Upgrading its infrastructure facilities and monitoring measuring and communication systems.**

Rev: 00

Date: 01.10. 10

**Chairman and Managing Director
MSETCL, Corporate Office,
Mumbai**