

December 23, 2020

L&T Power Wins CII Award for Customer Obsession 2020

L&T Power has won the Confederation of Indian Industry's prestigious 'CII Award for Customer Obsession 2020' under the section 'Recognised for Customer Centricity' in the 'Infrastructure - Large Business Organisation' category.

Mr. Derek M. Shah (Executive Vice President & Head - Power) received the award from Ms. Leena Nandan, Secretary, Department of Consumer Affairs, Government of India, at a virtual conference on 'Consumer Awareness & Protection in Digital Era - The New Normal' on December 15, 2020.

The award aims to promote a customer-centric culture in Indian industries.

Its parameters are based on the European Foundation for Quality Management (EFQM) Excellence Model and Baldrige Excellence Framework.

The competing companies were evaluated in a three-tier process: document evaluation by assessors, on-site virtual assessment and jury review.

