

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018

This is to certify that:

Adani Electricity Mumbai Limited
Corporate Office
Village: Eksar, Devidas Lane
Off. S.V.P. Road,
Near Devidas Lane Telephone Exchange
Borivali (W), Mumbai 400 103
Maharashtra
India

Holds Certificate No:

ITMS 768333

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2018 for the following scope:

AEML has established and applied a Service Management System (SMS) processes and procedures for their helpdesk function of Information Technology in accordance with the latest Service Catalogue.

For and on behalf of BSI:

Michael Lam - Managing Director Assurance, APAC

Original Registration Date: 2022-05-12

Effective Date: 2022-05-12

Latest Revision Date: 2022-05-12

Expiry Date: 2025-05-11

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...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](#).

Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +91 11 2692 9000.

Further clarifications regarding the scope of this certificate and the applicability of ISO/IEC 20000-1:2018 requirements may be obtained by consulting the organization.

This certificate is valid only if provided original copies are in complete set.