

# CERTIFICATE

Complaints management process as per  
**ISO 10002:2018**

In accordance with the procedures of TÜV Teknik Kontrol ve Belgelendirme A.Ş., it is hereby certified that

**Enerjisa Başkent Elektrik Perakende Satış A.Ş.**  
Barbaros Mahallesi, Begonya Sokak, Nida Kule, Ataşehir Batı, No 1/1, Ataşehir,  
Istanbul,  
Turkey

with the location Hanımeli Sokak, No 1, Sıhhiye, Ankara, Türkiye

applies a customer complaints management process in line with the above standard within the quality management system for the following scope

**Electrical energy and/or electrical capacity sales activities regarding the eligible customers with bilateral agreements and regarding the regulated customers with national tariffs.**

Certificate Registration No 8000120  
Audit Report No TR 1950

Valid from 2021-04-12  
Valid until 2024-04-11  
Initial certification 2017



Certification Body  
at TÜV Teknik Kontrol ve Belgelendirme A.Ş.

Istanbul, 2021-04-12

The certificate remains valid until the above stated date if and only if there is an uninterrupted compliance with the requirements of the standard and certification contract



TÜV Teknik Kontrol ve Belgelendirme A. Ş.  
Şehit Mehmet Fatih Öngül Sokak, No 5, Kat 4,  
Odak Plaza, Kozyatağı, Kadıköy,  
TR-34742 Istanbul  
www.tuv-turkey.com tuv-nord@tuv-turkey.com