

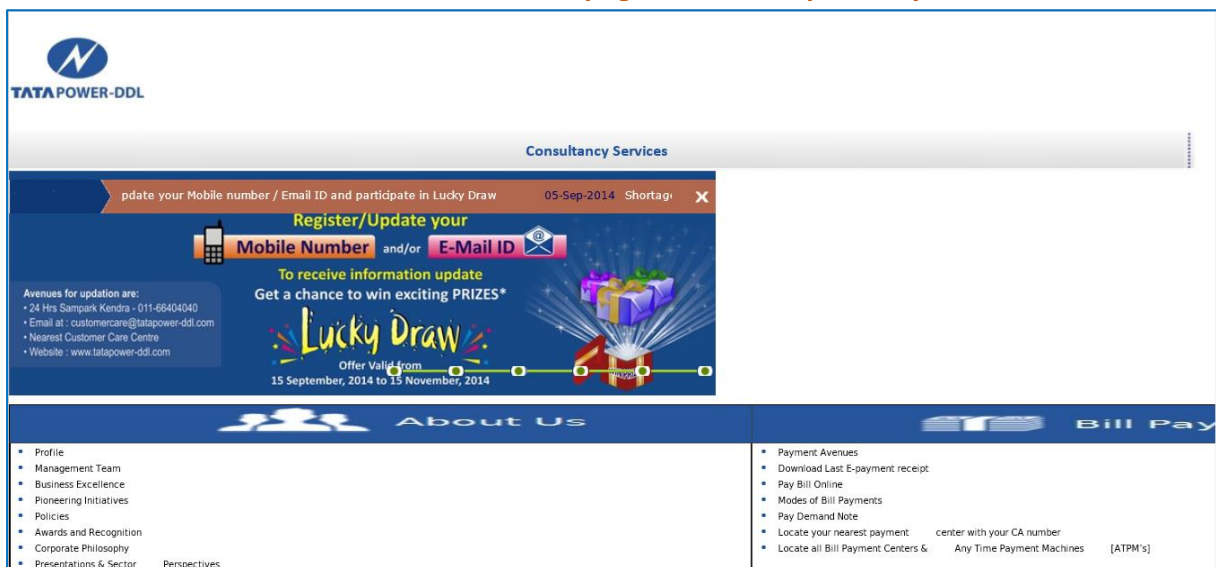
Compatibility Mode Issues with Internet Explorer

This note will help you to resolve issues in case you are unable to view our website properly, or, you are unable to make your bill payment through our website. Please read this document carefully to troubleshoot the issues on your own.

Due to compatibility issues or non-selection of “Display all websites in Compatibility View” option in your Internet Explorer browser:

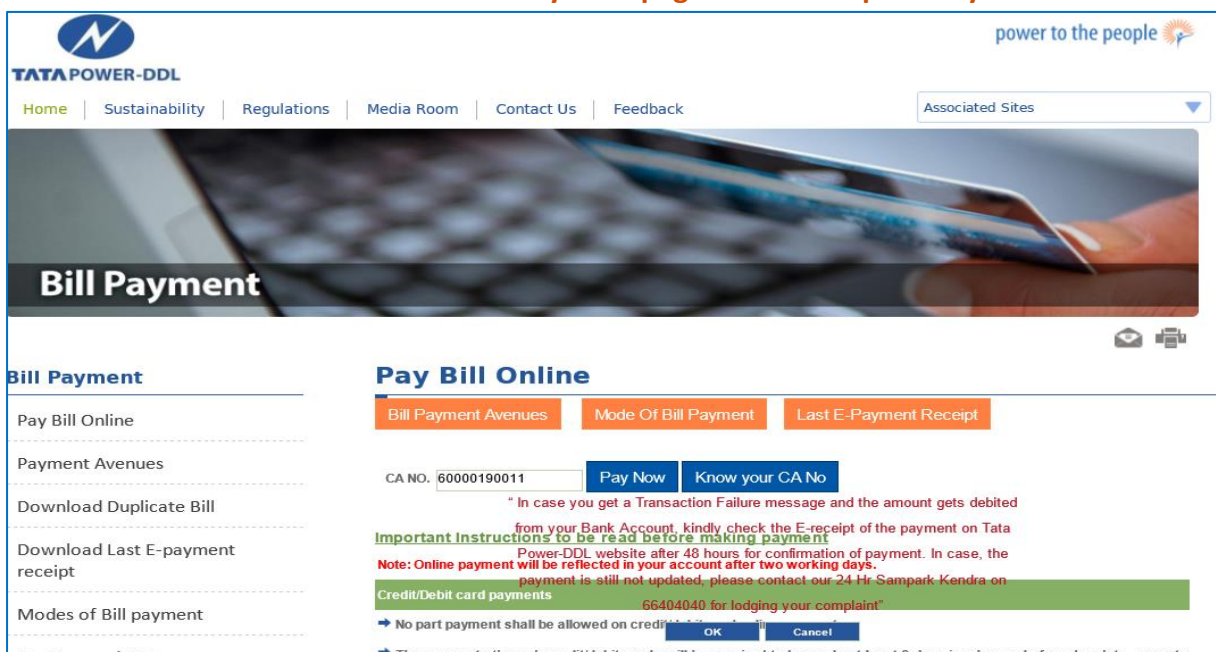
- You may be unable to view our website properly *[It may appear garbled, as shown below]*, and/or
- You may also face difficulty in making the online bill payment

Screen shot of Garbled Webpage due to compatibility Issues



The screenshot shows the Tata Power DDL website in Compatibility View. The header includes the Tata Power DDL logo and navigation links like 'Consultancy Services'. A prominent banner for a 'Lucky Draw' is visible, with text that is partially garbled. Below the banner, there are two columns of links: 'About Us' and 'Bill Pay'. The 'About Us' links include Profile, Management Team, Business Excellence, Pioneering Initiatives, Policies, Awards and Recognition, Corporate Philosophy, and Presentations & Sector Perspectives. The 'Bill Pay' links include Payment Avenues, Download Last E-payment receipt, Pay Bill Online, Modes of Bill Payments, Pay Demand Note, and Locate your nearest payment center with your CA number. The text is distorted and difficult to read due to the browser's compatibility mode.

Screen shot of Garbled Bill Payment page due to compatibility Issues

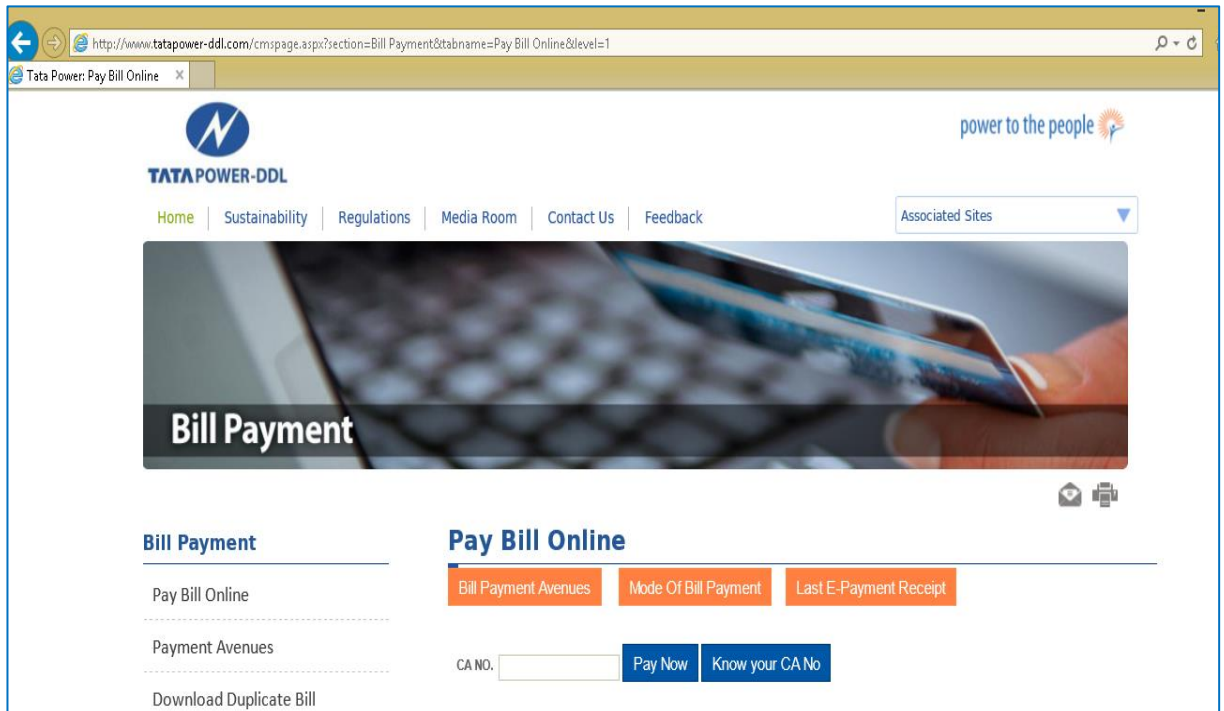


The screenshot shows the Tata Power DDL Bill Payment page in Compatibility View. The header includes the Tata Power DDL logo, navigation links (Home, Sustainability, Regulations, Media Room, Contact Us, Feedback), and the slogan 'power to the people'. The main heading is 'Bill Payment'. Below this, there are two columns of content. The left column lists 'Pay Bill Online', 'Payment Avenues', 'Download Duplicate Bill', 'Download Last E-payment receipt', and 'Modes of Bill payment'. The right column is titled 'Pay Bill Online' and contains buttons for 'Bill Payment Avenues', 'Mode Of Bill Payment', and 'Last E-Payment Receipt'. Below these buttons, there is a form with a 'CA NO.' field containing '60000190011' and buttons for 'Pay Now' and 'Know your CA No'. A warning message is displayed: 'In case you get a Transaction Failure message and the amount gets debited from your Bank Account, kindly check the E-receipt of the payment on Tata Power-DL website after 48 hours for confirmation of payment. In case, the payment is still not updated, please contact our 24 Hr Sampark Kendra on 66404040 for lodging your complaint'. Below the message are 'OK' and 'Cancel' buttons. The text is distorted and difficult to read due to the browser's compatibility mode.

To resolve the compatibility issue, please follow the below instructions.

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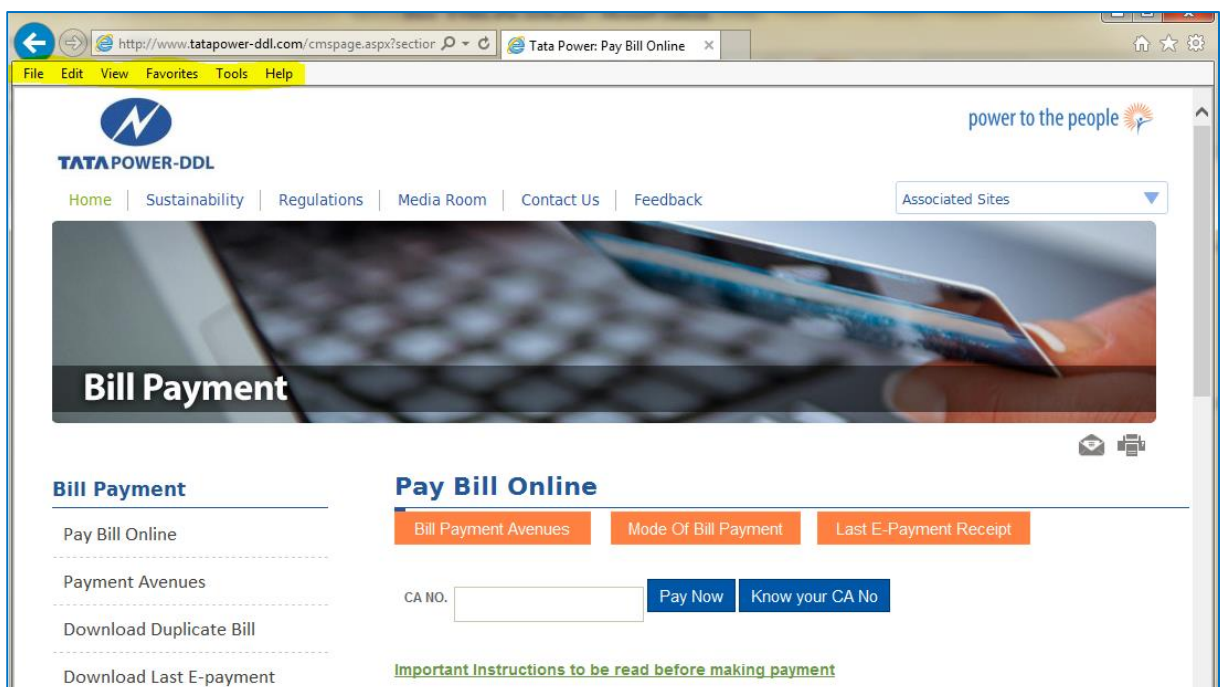
1. Open the Internet Explorer



2. If the Menu Bar with “File, Edit View, Favorites, Tools & Help” is not displayed at the top

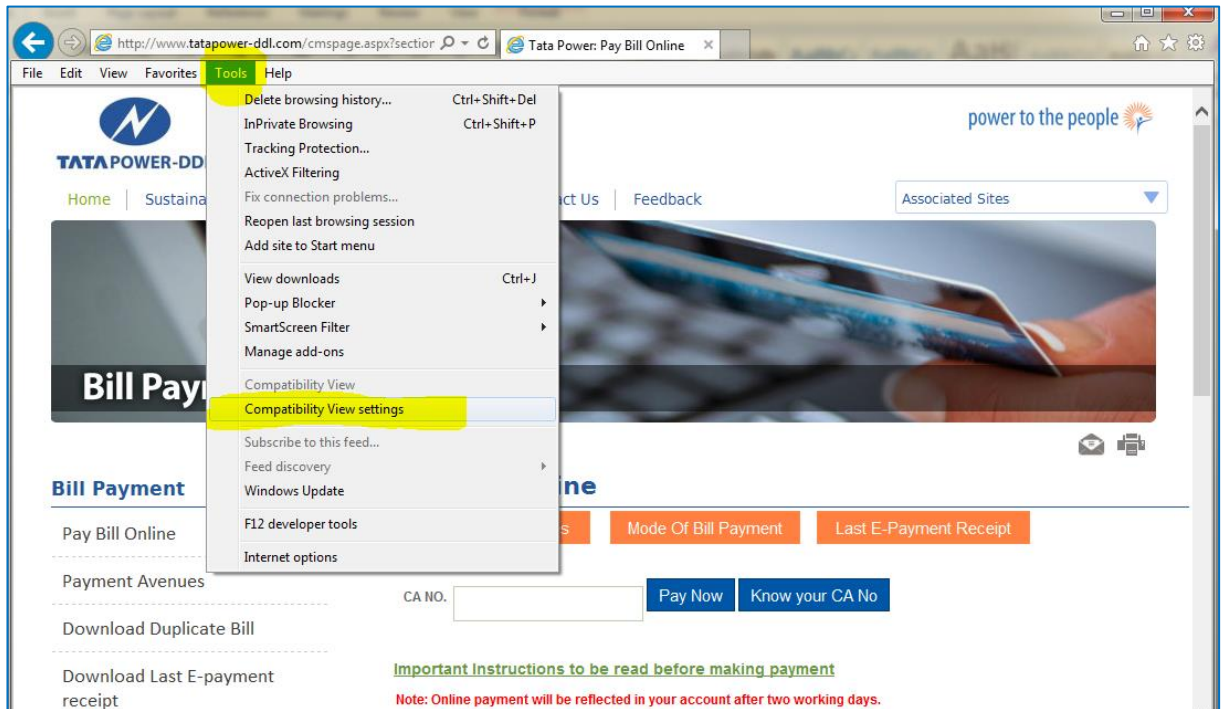


then, Press ‘ALT’ key from Key Board. You will get the ‘Menu’ at top of the Website.
i.e. **File, Edit, View, Favorites, Tools & Help**

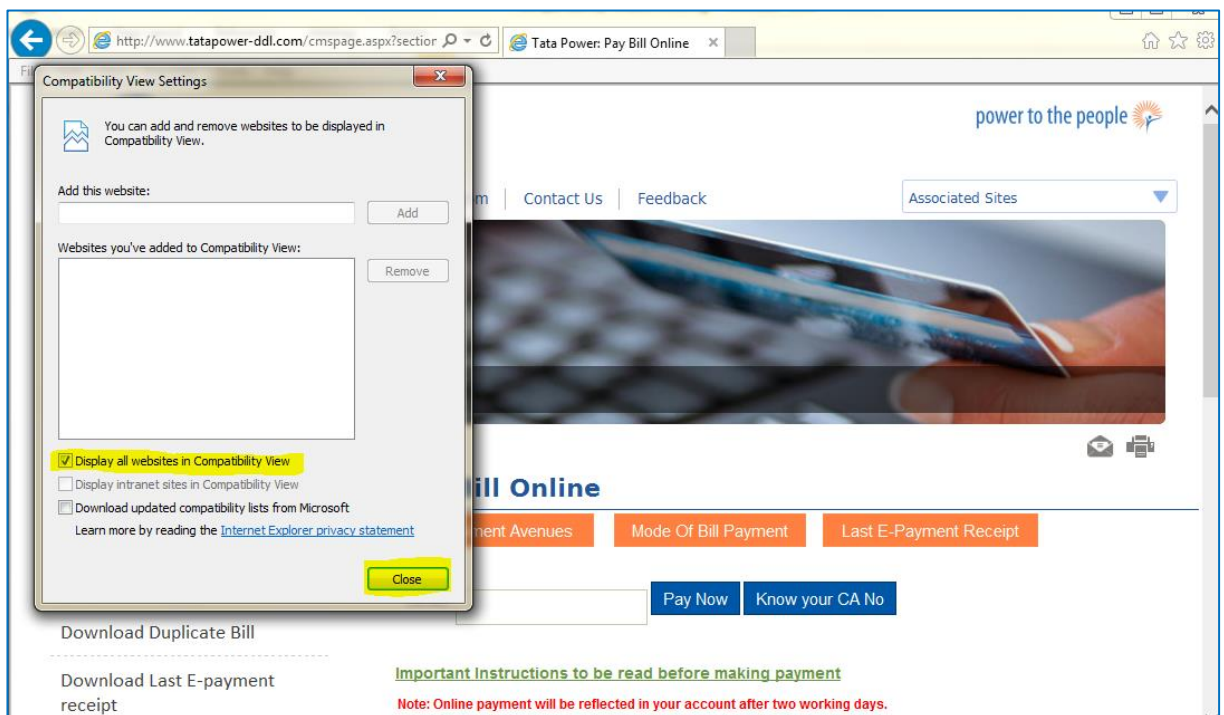


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3. Then, click on Tools >> Compatibility View settings



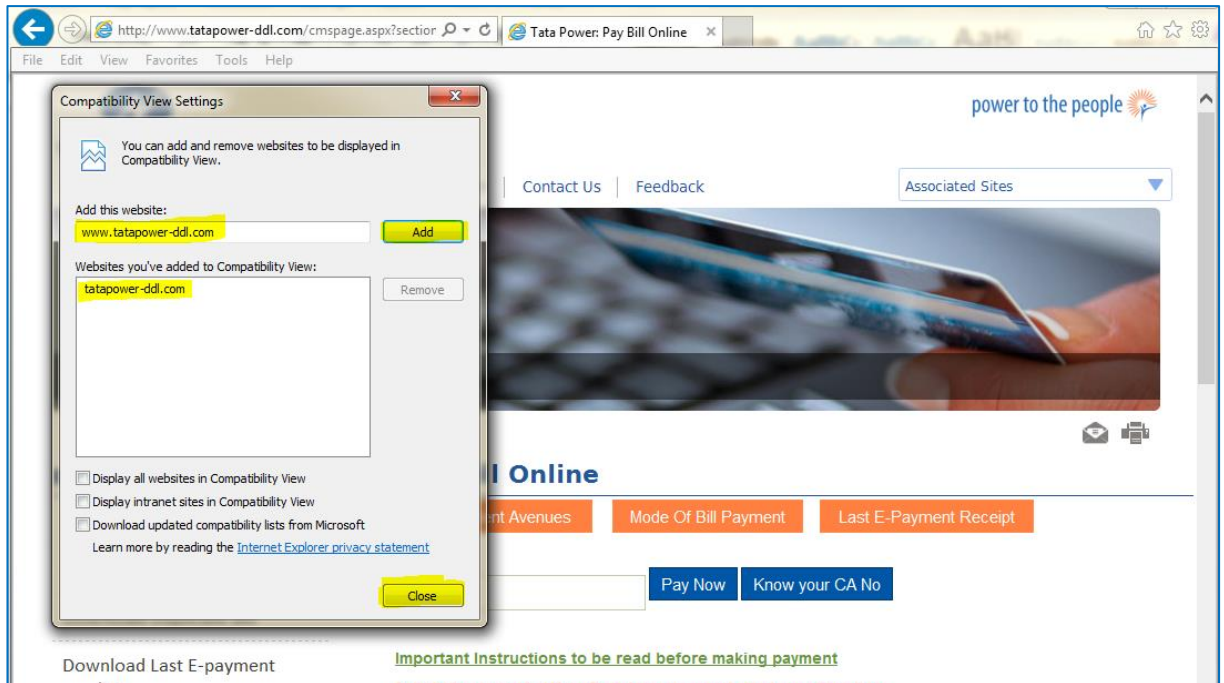
4. Please check the Option 'Display all website in Compatibility View' and Click 'Close' button.



Compatibility Mode Issues with Internet Explorer

5. Alternatively, you can add only the desired website in Compatibility View.

Type the website address '**http: //www.tatapower-ddl.com**' and click 'Add' then click on Close button.



In case you are unable to resolve the problem after following the process explained above, then please call our 24x7 SAMPARK KENDRA at 011-60404040 and speak to the Customer Care Executive
