



TATA POWER-DDL

TATA POWER DELHI DISTRIBUTION LIMITED

A Tata Power and Delhi Government Joint Venture

Manual of Practices for Handling Consumer Complaints/Consumer Charter/Complaint Charter

1. About Us:

Tata Power Delhi Distribution Limited (Tata Power-DDL) is a joint venture between Tata Power and the Government of NCT of Delhi with the majority stake being held by Tata Power Company (51%). It distributes electricity in North & North West part of Delhi covering an area of 510 sq. kms. Since privatization, the Aggregate Technical & Commercial (AT&C) losses in Tata Power-DDL areas have shown a record decline. Today, AT&C losses stand at 7.92% (as of March 2019) which is an unprecedented reduction of around 85% from an opening loss level of 53% in July 2002.

To ensure reliable power supply and to provide best in class service to its consumers, Tata Power-DDL has implemented several world-class technologies. The company provides various facilities and services to its consumers for their ease and convenience such as 24X7 Integrated Helpline, Mobile Application for both iOS and Android users, bilingual website, Multiple Payment Avenue, End to End online services for New Connection, etc. Tata Power-DDL has also been reaching out to the communities it serves and has been consistently strengthening and empowering the underprivileged through its focused Social Innovation Initiative.

Our constant endeavour to provide the best in class services to our consumers, we herewith are sharing some of the guiding information in a form of handbook. We hope it will be of great help to you while dealing with us in future and getting the best of our services.

2. The following documents for consumer information are available with Consumer Relationship Executive at Consumer Care Centers and on our website (www.tatapower-ddl.com)

- Approved Tariff Schedule
- Forms for various consumer services under the Regulations
- Prescribed fee for various services
- Proforma for complaint filing and compensation
- List of officers with contact numbers for redressal of complaints

3. The consumers of TATA Power-DDL can use any of the following channels to contact TATA Power-DDL:

- A. 24x7 Toll Free Sampark Kendra (Helpline) Number 19124
- B. Consumer Care Centers (**refer Annexure – A**)
- C. Email: consumercare@tatapower-ddl.com
- D. Webchat
- E. Website: www.tatapower-ddl.com
- F. Mobile App: TATA Power-DDL Connect
- G. Pull SMS (**refer Annexure – B**)

Note: For the convenience of consumers, the locations of various offices and payment centers have also been mapped on the website (www.tatapower-ddl.com).

4. Channels for lodging of Requests & Complaints:

Nature of Request / Complaint	Modes of Registration					
	Sampark Kendra	Consumer Care Center	Consumer Care e-mail id	Webchat	Website	Mobile App
New Connection (Permanent/ Temporary)	Y	Y	Y	Y	Y	Y
Load Change (Enhancement/ Reduction)	Y	Y	Y	Y	Y	
Disconnection	Y	Y	Y	Y	Y	
Reconnection	Y	Y	Y	Y		
Name Change	Y	Y	Y	Y	Y	
Category Change	Y	Y	Y	Y	Y	
Meter Testing	Y	Y	Y	Y	Y	Y
Meter Shifting	Y	Y	Y	Y		
Meter Stolen		Y	Y			
Meter Damage / Faulty	Y	Y	Y	Y	Y	Y
Billing	Y	Y	Y	Y	Y	Y
Reading	Y	Y	Y	Y	Y	Y
Payment	Y	Y	Y	Y	Y	Y
No Power Supply	Y	Y	Y	Y	Y	Y
Voltage Fluctuation	Y	Y	Y	Y	Y	Y
Street Light	Y	Y	Y	Y	Y	Y
Reporting of Theft	Y	Y	Y	Y	Y	Y

5. Time limit for rectification and resumption of services:

A summary of time limits for rendering various services to the consumers' categories, nature of complaints/ type of service along with the compensation to consumers in case of default are provided in as per **Annexure - C**.

6. Compensation Mechanism:

Any person who is affected by the failure of the Licensee to meet the standards of performance specified in **Annexure - C** and who seek to claim compensation shall file his claim, in the format as per **Annexure - D** along with the supporting documents, if any within a maximum period of 60 (sixty) days from the time such a person is affected by such failure of the Licensee to meet the standards of performance and the Licensee shall compensate the affected person(s) within a maximum period of 90 (ninety) days from the date of filing his claim.

Annexure - A gives the district wise list of offices to settle claims for compensation and respective Consumer Service Manager of the district is the designated/ authorized officer to settle claims.

In case the licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he may make a representation for the redressal of his grievance to Consumer Grievance Redressal Forum (CGRF), and if the consumer is not satisfied with the redressal of his grievances by the Forum, the consumer may make a representation to the Ombudsman.

7. Consumers may contact at any of the following channels for registering of their requests/ complaints

TIER-I (Tata Power-DDL Complaint Escalation & Redressal Structure)

Consumer may contact us at any of the following touch points for registration of their requests like New Connection, Load Enhancement/Reduction, Permanent Disconnection, Reconnection, Name/Category change, removing unauthorized use of Electricity (UUE) etc. and different complaints like Wrong Billing/Reading, Faulty/Burnt/Slow/Fast Meter, Power Outage/Fluctuation, Non-working of Street Light, Reporting Theft etc.

- 24x7 Sampark Kendra 19124 Toll Free Number.
- District Customer Care Centers (Mon-Fri 09:30 AM to 06:00 PM & Sat 09:30 AM to 01:00 PM).
- Online complaint section on TATA Power-DDL Website i.e. www.tatapower-ddl.com or e-mail at customercare@tatapower-ddl.com or Mobile App i.e. **Tata Power-DDL Connect**.

Webchat
Pull SMS Service

If complaint is not resolved in time or if the consumer is not satisfied with the response / resolution provided, he/she may approach to the below mentioned officials for further clarification/ support, at your respective District Customer Care Centers.

Level 1 – Customer Relationship Executive

Level 2 – Customer Service Manager (CSM) / District Manager (DM)

Level 3 – Circle Head (with prior appointment through CSM)

If still not satisfied with the resolution, consumer may write at

Level 4 – Head (Customer Services)

- Email: ccag@tatapower-ddl.com
- Post: Customer Complaint Analysis Group (CCAG) at TATA Power-DDL, CENCARE Building, Opposite C-2 Block, Lawrence Road, Keshavpuram, Delhi - 110035.
- SMS: TPDDL <UNHAPPY> <Notification Number> and send it to 56070

8. In the event of non-response or inadequate response by TATA Power-DDL within the time period prescribed for rendering the service or resolution of complaint, the consumer may lodge complaint at below available options:

TIER-II (Independent Forum - Consumer Grievance Redressal Forum)

If the request is not resolved or if the consumer is not satisfied with the response/resolution provided by the licensee, he/she may approach Consumer Grievance Redressal Forum (CGRF) for services like New Connection, Billing, Metering, Power Outage, Load Shedding, Load Enhancement/Reduction, Disconnection/Reconnection of Power Supply, Name Change, Street Lights, Transfer of Connections, etc.

Consumer Grievance Redressal Forum (CGRF)
Sub-Station Building, Police Colony, Model Town - II, Delhi - 110009.
Tel: 011-27463809, 27466601-02.
Email: cgredressal.forum@tatapower-ddl.com

Note: CGRF shall not entertain a complaint if it pertains to the subject matter for which proceedings are pending before any court. Further, CGRF does not have jurisdiction to adjudicate on matters related to assessment in relation to unauthorized use of electricity, Appeal against the assessment, Theft of Electricity, Power to adjudicate, Compounding of offences, Notice of accidents and inquiries etc. which fall U/s 126,127,135,139,143,152 & 161 of Indian Electricity Act, 2003.

TIER-III (Independent Forum – Electricity Ombudsman)

If not satisfied with the order issued by CGRF, an appeal against CGRF order(s) may be filed with the "Electricity Ombudsman" at the following address:

B-53, Pashchimi Marg, Opp. Tagore International School
Vasant Vihar, New Delhi - 110057.
Tel: 011-26144979.
Email: elect_ombudsman@yahoo.com

Note:

- In matters related to Unauthorized Use of Electricity (UUE) u/s of Electricity Act (EA), 2003, Customer to prefer an appeal u/s 127 of EA, 2003 before the Additional District Magistrate of the district being the Appellate Authority.
- The jurisdiction to deal matters related to theft of Electricity lies with Special Courts.

Annexure - A**List of Customer Care Centers**

Location	Address	Designated Officer Name
Moti Nagar	District Office Building, Inder Puri, Behind Pusa Institute, Delhi-110012 Contact No. 011-66233452	Ms. Vineeta Sharma
Shakti Nagar	District Office Building, Nangia Park, Shakti Nagar, Delhi-110007 Contact No. 011-66112501	Mr. Vishal Mittal
Model Town	District Office Building, Gopal Nagar, Near Azadpur Flyover, Delhi-110033 Contact No. 011-66233406	Mr. Dinesh Kumar
Civil lines	District Office Building, Hudson Lines, Kingsway Camp, Delhi-110009 Contact No. 011-66112355	Ms. Avneet Kaur
Keshavpuram	District Office Building, Near Laxmi Bai College, Phase - 3, Ashok Vihar, Delhi-110052 Contact No. 011-66039143	Mr. Santosh Choubey
Mangolpuri	District Office Building, Mangolpuri Ind. Area Phase-1, Mangolpuri, Delhi-110083 Contact No. 9643458468	Ms. Shelly Pruthi
Pitampura	District Office Building, GP-6 Block, Pitampura, Delhi-110083 Contact No. 9643458498	Ms. Sonia Singh
Rohini	District Office Building, Sector-3, CENTECH Building, Rohini, Delhi-110085 Contact No. 8860713456	Mr. Naveen Kumar
Shalimar Bagh	District Office Building, 33 KV Grid Sub Station, Near Jaspal Kaur Public School, Shalimar Bagh, Delhi-110088 Contact No. 9643198148	Mr. Arun Sharma
Dheerpur	TATA Power-DDL Office, 66/11 KV Grid Sub-Station Dheerpur, Outer Ring Road, Nirankari Park, Near Dheerpur C V Raman ITI, Delhi-110009 Contact No. 9643196146	
Badli	District Office Building, DSIDC Gate No-5, Badli Ind. Area, Near MTNL Office, Delhi-110042 Contact No. 8929295266	Mr. Sanjay Chadha
Narela	District Office Building, Bawana Road, Near Fire Brigade Office, Narela, Delhi-110040 Contact No. 8929313896	Mr. Harswroop Bakshi
Bawana	District Office Building, Main Road Bawana, Near Aditi Girls College, Bawana, Delhi-110039 Contact No. 8929852990	Mr. Ashish Bhatnagar

Note: Our Customer Care Centres are open Monday to Friday from 9:30 AM to 5:30 PM and on Saturdays from 9:30 AM to 1:00 PM (except public holidays)

Annexure - B

Details of Pull SMS Service

Send SMS to 56070 (*charges apply) for following requests - "XXXXXXXXXXXX" denotes your 11 digit CA Number

Request	SMS Code*
No Supply Complaint	TPDDL NCC XXXXXXXXXXXXX
Outage Details	TPDDL OI XXXXXXXXXXXXX
New Meter Connection	TPDDL NEW
Current Bill Details	TPDDL CBL XXXXXXXXXXXXX
Last 5 Bill Details	TPDDL BL XXXXXXXXXXXXX
Last 5 Payment Details	TPDDL PMNT XXXXXXXXXXXXX
Fire Emergency	TPDDL EMG XXXXXXXXXXXXX
Stop Paper Bill	TPDDL SPB XXXXXXXXXXXXX
Unhappy with Services	TPDDL UNHAPPY Notification Number

Annexure – C

Guaranteed Standards of Performance & Compensation to consumers in case of default:

S. No.	Service Area	Standard	Computation of period of default	Compensation payable to consumer for the period of default in case of violation of standard
(1)	(2)	(3)	(4)	(5)
1.	Connection where no Network augmentation is required			
	Release of connection in electrified areas	As per Regulation 11	From 8 th day from the acceptance of application in case where no RoW or road cutting permission is required or From 15 th day from the acceptance of application in case where RoW or road cutting permission is required, as the case may be.	1.5% of the demand charges deposited by consumer for each day of default.
2.	Connection where Network augmentation is required			
(i)	Release of connection in Electrified Areas (where extension of line upto five poles is required)	As per Regulation 11	From 16 th day from the date of receipt of full payment against demand note.	
(ii)	Release of connection in Electrified Areas (Where extension of lines or augmentation of Distribution Transformation capacity, where peak load of transformer has reached 90% of its rated capacity)	As per Regulation 11	After 2 months from the date of receipt of full payment against demand note.	1.5% of the demand charges deposited by consumer for each day of default

(iii)	Release of connection in Electrified Areas (Where new Distribution Transformer is required)	As per Regulation 11	After 4 months from the date of receipt of payment against demand note	
(iv)	Release of connection in Electrified Areas (Where existing 11 kV network needs to be augmented)	As per Regulation 11	After 6 months from the date of receipt of payment against demand note	
(v)	Release of connection in Electrified Areas (Where existing 66/33 kV grid substation needs to be augmented)	As per Regulation 11	After 8 months from the date of receipt of payment against demand note	
3.	Connection in Un-electrified Areas			
(i)	Release of connection in Un-Electrified Areas (Where connection from nearby existing network is possible)	As per Regulation 11	After 4 months from the date of receipt of payment against demand note.	1% of the amount deposited by developer/applicants per day of default.
(ii)	Release of connection in Un-Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)	As per Regulation 11	After 12 months from the date of receipt of payment against demand note.	
4.	In case connection is denied after receipt of payment against demand note	-	-	1.5% of the demand charges deposited by consumer for each day of default subject to maximum of the amount paid as per demand note. Default to be computed from the date of receipt of payment

5.	Connection energized through loop	As per Regulation 11	-	Rs. 500 per kW of sanctioned/ contract demand
6.	Transfer of name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	From the next day of issuance of second bill.	Rs. 100 for each day of default.
7.	Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	From the 11 th day of acceptance of application	Rs. 100 for each day of default
8.	If notice for downward revision if any is not sent	By 31 st May	-	Rs. 500 for each case
9.	Change of category	As per Regulation 17(5)	From the 8 th day of receipt of application	Rs. 100 for each day of default
10.	Billing			
(i)	Error in billed amount	Only one bill in a Financial Year	Second and subsequent incorrect bill in a financial year	10% of excess amount billed
11.	Meter complaints			
(i)	Replacement of defective meter	Within fifteen days of declaring meter defective	From 16 th day of declaring meter defective	Rs.50 for each day of default
12.	Faults in Street light maintained by Licensee	Rectification within seventy two hours	After lapse of 72 hours from the time consumer has made the complaint	Rs. 75 for each day of default
13.	Voltage fluctuation			
(i)	Local problem	Resolution within four hours	After lapse of 4 hours from the time consumer has made the complaint	Rs. 50 for each day of default

(ii)	Tap setting of transformer	Resolution within twenty four hours	After lapse of 24 hours from the time consumer has made the complaint	Rs. 25 for each day of default
(iii)	Repair of distribution line/ transformer/ capacitor	Resolution within fifteen days	After 15 days from the time consumer has made the complaint	Rs. 100 for each day of default
(iv)	Installation and Up gradation of HT / LT System	Resolution within ninety days	After 90 days from the time consumer has made the complaint	

14. Power Supply Failure

- (a) Compensation for power supply failure, standard for restoration and compensation payable for a consumer of sanctioned load or contract demand upto 20kW:

S. No.	Service Area	Standard for restoration of power supply for the Zone/ Subdivision having AT&C losses			Computation of period of default	Compensation payable to the consumer for the period of default in case of violation of standard
		Upto 10%	More than 10% and Upto 20%	More than 20%		
(1)	(2)	(3)	(4)	(5)	(6)	(7)
(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	Within three hours	Within four hours	Within six hours	After lapse of period as specified in column (3), (4), (5) as the case may be from the time 1 st consumer has made the complaint.	Rs. 10 per kW per hour of sanctioned load or contract demand, as the case may be, subject to maximum of Rs.200 per hour per consumer.
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply	Within two hours	Within three hours	Within four hours	After lapse of period as specified in column (3), (4), (5) as the case may be from the time 1 st consumer	Rs. 10 per kW per hour of sanctioned load or contract demand, as the case may be, subject to maximum of

	excluding the failure where distribution transformer requires replacement.				has made the complaint.	Rs.200 per hour per consumer.
(iii)	Continuous power supply failure requiring replacement of distribution transformer.	Within six hours			After lapse of 6 hours from the time consumer has made the complaint.	Rs. 10 per kW per hour of sanctioned load or contract demand, as the case may be, subject to maximum of Rs.200 per hour per consumer.
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within three hours			After lapse of 3 hours from the time consumer has made the complaint.	Rs. 10 per kW per hour of sanctioned load or contract demand, as the case may be, subject to maximum of Rs.200 per hour per consumer.
(v)	Continuous scheduled power outages	Within 12 hours or restoration of power supply by 6PM			From the lapse of 12 hours from the scheduled start of maintenance or after 6PM of the day whichever is earlier.	Rs. 10 per kW per hour of sanctioned load or contract demand, as the case may be, subject to maximum of Rs.200 per hour per consumer.
(vi)	Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by passing the burnt meter or by installing temporary meter.			After lapse of 3 hours from the time consumer has made the complaint	Rs. 10 per kW per hour of sanctioned load or contract demand, as the case may be, subject to maximum of Rs.200 per hour per consumer.
(vii)		Meter to be replaced within three days			After lapse of 3 days from the time consumer has made the complaint	Rs.50 for each day of default

(b) Any consumer having sanctioned load or contract demand above 20kW, affected continuously by the power supply failure as above, may approach the Commission for determination of the compensation.

(c) The Licensee shall upload on its website the AT&C losses for the zone / sub-division for the preceding financial year by 15th of April of the year.

- (d) Any claim arising on account of power failure shall not be admissible for those consumers who have outstanding dues upto preceding billing cycle, or have been, during last two years, convicted for theft of electricity or finally assessed for Unauthorised Use of Electricity.

Please Note:

- (i) For the purpose of determination of compensation to the consumer in case of violation of standard, the days beyond the standard for period of default shall be taken as calendar days.
- (ii) Where the compensation payable has been specified based on default in days and the default is part of the day, the compensation shall be payable for the whole day.



COMPENSATION CLAIM FORM

PARTICULARS OF CUSTOMERS

CA NO.	EMAIL ID
REGISTERED CUSTOMER (RC) NAME	MOBILE NUMBER
APPLICANT NAME (If different from Registered Customer)	ADDRESS
PAN NO.(RC)	NATURE OF COMPLAINT

REASON OF COMPENSATION *(with complete details)*

Notification / Complaint No. _____

Date & Time of Registration of Complaint _____

Date & Time when complaint was attended _____

Standard Time within which the complaint is to be attended as per
Standards of Performance Regulations _____

Actual Time taken to attend the complaint _____

No. of default days/ hours _____

Compensation amount claimed _____

Justification: - _____

I/we hereby declare that all electrical works done within my premises are as per Central Electricity Authority (Measures relating to safety and Electricity Supply) Regulations, 2017 as amended from time to time.

DATE :
PLACE:

RC / APPLICANT'S SIGNATURE

ACKNOWLEDGEMENT

Your request has been registered vide notification no. You can check the status of your request by calling at our 24x7 Sampark Kendra Toll Free No. 19124 (In case number is not reachable or calling from outside Delhi, please dial 1800-208-9124) or by visiting your respective district customer care center.

Note: The acceptance of this form is not to be taken as an admission of liability and any claim is subject to verification.