



TATA POWER-DDL

CUSTOMER'S GENERAL QUERIES

Q1. Why is the CA No. required for registering a complaint?

Ans. CA is a unique identification No. maintained by Tata Power-DDL against customer's data. This is similar to any other service provider (Banks, Mobile, gas, appliances etc.), who need the customer's identification through an account number or any invoice or reference No.

It is advisable to save your CA No. in mobile handsets so that it is always handy – anytime and anywhere. However, if customer's mobile No. is registered with us against the CA No., in that case, the customer need not to remember the CA No., and can just refer his mobile No. while registering the complaint.

Q2. How and from where a customer can update his contact details (Mobile Number & E-Mail ID)?

Ans. Customer can update his contact number through any of the following options through:

- Tata Power-DDL Connect Mobile App
- Customer Login section on Website www.tatapower-ddl.com
- 24X7 Toll Free Sampark Kendra 19124
- Emailing at customercare@tatapower-ddl.com

Q3. What is the procedure to Login on Tata Power-DDL Website?

Ans. The procedure to login on Tata Power-DDL Website is as follows:

- Log on to www.tatapower-ddl.com.
- Click on “customer Login” and login using password or OTP.

LOGIN TO YOUR CUSTOMER ACCOUNT

Login Using

OTP Password

8587893483 8587893483

14 + 2

Enter addition of two numbers

SUBMIT

Change Image

[Forgot Password](#) | [Generate Password](#)

Q4. How to get the password reset in case customer forgets the same?

Ans. Please [Click Here](#) for forgot password option. After entering CA no. and captcha, customer will receive password on the registered e-mail ID.

Q5. Where to approach for login problems?

Ans. For login problems you can call at 24X7 Toll Free Sampark Kendra 19124 or write to us at customercare@tatapower-ddl.com.

Q6. How to download Tata Power-DDL Connect Mobile App?

Ans. Tata power-DDL Connect mobile app is available on both Google play store and Apple Store. Customers can download the app for free and avail benefits of our online services.

Click on below link to download Tata Power-DDL Connect App:

(IOS users- [Click Here](#))

(Android users-[Click Here](#))

TATA POWER DELHI DISTRIBUTION LIMITED

A Tata Power and Delhi Government Joint Venture



Q7. What all functionalities are available on Tata Power-DDL's Connect Mobile App?

Ans. Following functionalities are available on Tata Power-DDL's Connect Mobile App:

- Account Info (connection related details)
- Power Outage Details
- Current Bill detail and Bill Payment (normal & installment) option.
- Bill download option (last 24 months)
- Payment Receipt download option (last 12 months)
- Self-Meter Reading
- Link to informative videos
- Update mobile number & e-mail ID
- Register new connection request / attribute change (name/load/category change)
- Upload deficit documents against new connection request
- Demand note payment option
- Report safety related incidents
- Register Streetlight complaints
- Register any reading/billing/bill delivery/payment related complaint
- Know energy Saving Tips
- Verification of Tata Power-DDL's Employees
- Nearest Payment center
- New Offers and Schemes
- Register Theft complaints
- Provide your feedback;
- Live chat with our experts
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Q9. How to download Samvaad App?

Ans. Samvaad App is available on both Google play store and Apple Store. Customers can download the app for free and avail benefits of our online services.

Click on below link to download Samvaad App

(IOS users- [Click Here](#))

(Android users-[Click Here](#))

Q10. What all functionalities can I access on Samvaad App?

Ans. Following functionalities are available through Samvaad App:

- View your Current Bill
- Nearby Payment Center
- Get Duplicate Bill
- Known Complaint Status
- No power complaint
- Contact us
- Write to us
- Visit our Website
- Offers and Schemes
- Stop Paper Bill
- Get Demand Note
- Get Payment Slip
- Bill on Whatsapp