



TATA POWER-DDL

Lighting Every Home with Care

CUSTOMER HANDBOOK

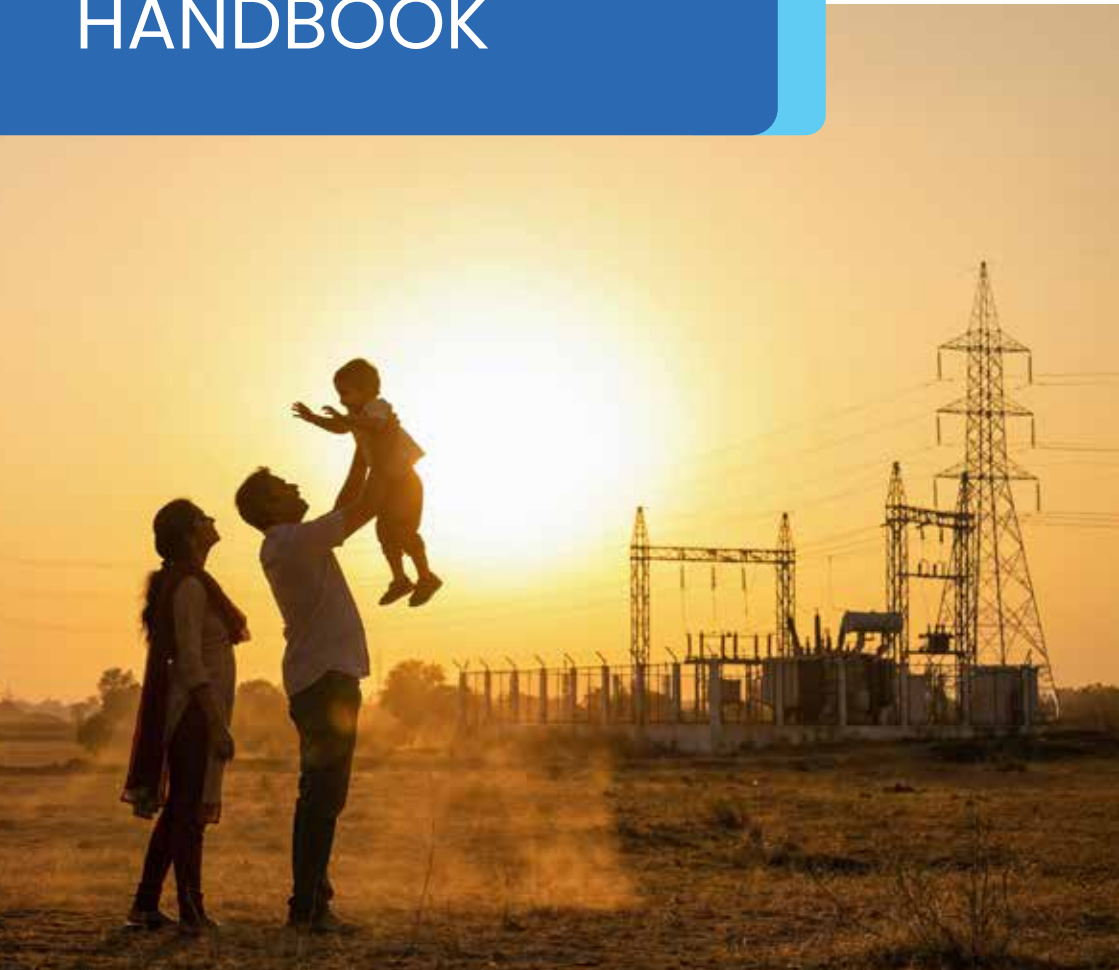




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**Every
challenge
is an
opportunity
to learn and
grow.**

”

Welcome to **TATA POWER-DDL Family**

Dear Customer,

We extend a warm welcome to you as a valued member of the **TATA Power Delhi Distribution Limited (TATA Power-DDL)** family. As a trusted and admired provider of **safe and reliable** power, TATA Power-DDL is committed to **delivering excellence in every interaction**.

At **TATA Power-DDL**, we place **you at the core of our business**. Guided by this belief, we continuously strive to **enhance customer experience** through ongoing improvements in our processes and services.

In our endeavor to provide **best-in-class service**, we are pleased to present this **Customer Handbook**, designed to serve as a ready reference and guide for your convenience.

We encourage you to go through the handbook to **familiarize yourself with our operations and services**.

For further information, you may:

- Visit our website: www.tatapower-ddl.com
- Download our mobile app: My Tata Power App
- Contact us through our 24x7 Toll-Free Sampark Kendra / Call Centre at **19124**
- Write to us at customercare@tatapower-ddl.com
- Visit your nearest Customer Care Centre

We look forward to serving you with dedication and ensuring a seamless experience.

Warm regards



TATA POWER-DDL





About TATA Power-DDL

TATA Power Delhi Distribution Limited (TATA Power-DDL) is a joint venture between Tata Power and the Government of NCT of Delhi, with Tata Power holding a majority stake of 51%. Recognized for its consumer-centric practices, TATA Power-DDL has earned global acclaim and is the proud recipient of the prestigious Deming Prize for excellence in Total Quality Management.

Since privatization, the company has achieved a record reduction of over 85% in AT&C losses (from 53% in 2002), setting benchmarks in reliable, safe, and sustainable power distribution.

To deliver best-in-class services, TATA Power-DDL has deployed advanced technologies such as the Advanced Distribution Management System (ADMS), Smart Metering, Field Force Automation, and Outage Management, enabling faster and more efficient services.

The company is also the first Indian utility to join the Global Intelligent Utility Network Coalition (GIUNC), ensuring adoption of innovative global practices to benefit consumers.

For enhanced convenience, TATA Power-DDL provides a suite of digital services and facilities, including:

- 24x7 Integrated Helpline (19124)
- Mobile App (My Tata Power App) for iOS & Android
- Multiple digital payment avenues
- Online service requests including New Connections

With a vision to become a Single Stop Solution for future energy needs, the company is expanding into Smart Meters, Rooftop Solar, Battery Energy Storage Systems, EV Charging Solutions, and Home Automation.

Through this Customer Handbook, we aim to share essential information and reaffirm our commitment to delivering world-class service while continuously improving customer experience.

TATA Power-DDL – Powering Reliable, Sustainable, and Quality Customer Experience.



Know Your METER



Key indicators in the Meters

- LCD Display Parameters*
- Phase LED: If Green Colour LED is ON, this shows that Meter is energized.
- Calibration (CAL) LED: This LED blinks according to the meter constant and running load i.e. the LED blinks quicker when the consumption / load running is more.
- Earth Leakage (ELT) LED: If this LED is ON or the display parameters indicate sign, this represents leakage within the customer's internal wiring.
- Current Reverse (REV): If the display parameter indicates or-the neutral mixing within the customer's internal wiring. signs, this represents

Key indicators in the Meters

LCD Display Parameter / Symbol	Meaning
KWH	Current Meter Reading in Kilowatt Hour
MD KW	Current Month Maximum Demand in Kilowatt
MD KW (Last 3 Months) A b c d	Maximum Demand recorded in the last 3 months By the Meter
A ph	Instantaneous Phase Current
V	Instantaneous Voltage

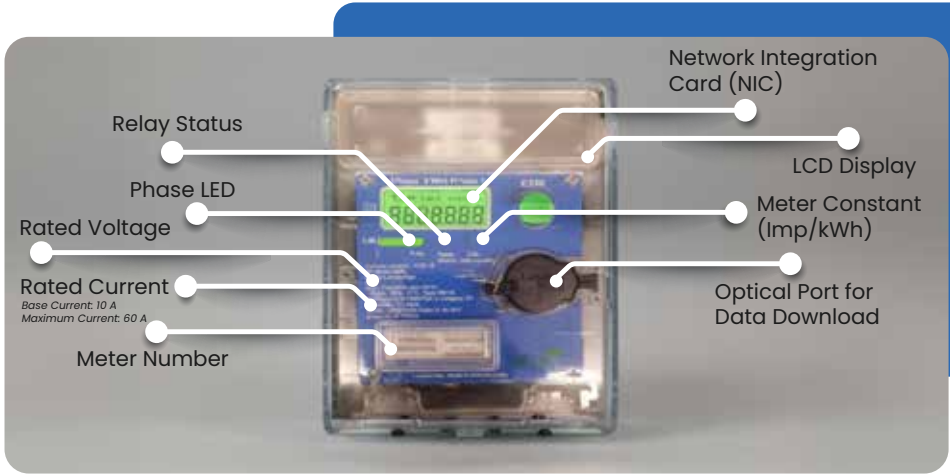
IMPORTANT: Please check the REV/ELT LED status on the meter before proceeding with any complaint registration.

If the REV or ELT LED is glowing or the respective signage is visible on the meter display, it is recommended to have the internal wiring inspected and corrected by a qualified electrician, otherwise the same may result in wrong recording of the consumption by the meter duly payable by customer.

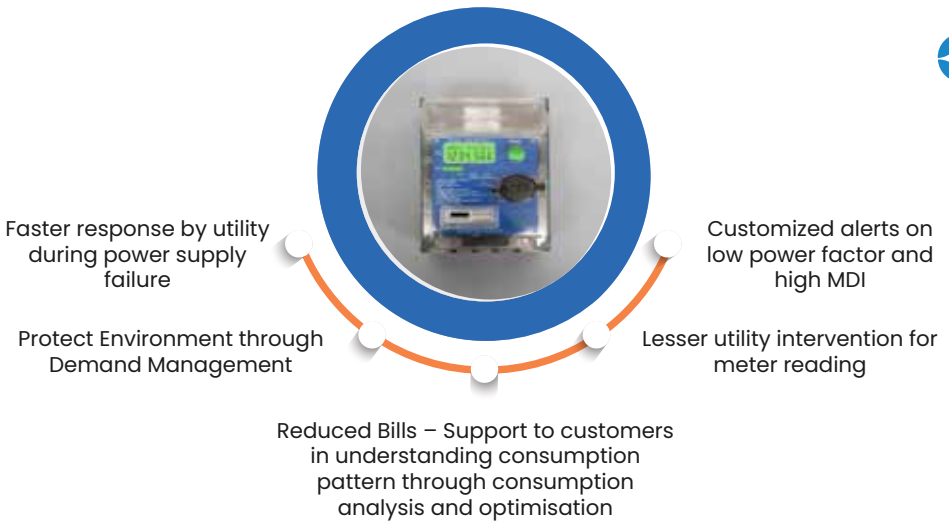
Smart Meters

Smart Meter provides real-time electricity usage, helps track and manage consumption, enables accurate bills without manual intervention and supports faster outage restoration

Key Indicators in the Smart Meter



Benefits to Customers:



Understanding Maximum Demand (MDI)

Maximum Demand (MDI) refers to the highest average power load recorded at your premises during any continuous 30-minute period within the billing month. This value, measured in kW or kVA, helps determine your peak usage and is prominently displayed on your electricity bill as MDI. Monitoring your MDI is essential for efficient energy management—it allows you to better understand your power usage patterns and helps avoid excess demand charges.

Important Meter Information for Customers

To ensure safe and seamless energy usage, please take note of the following guidelines related to your electricity meter:



Meter Safety & Custody

The safe keeping of the meter is the customer's responsibility. Please ensure it remains undisturbed and protected from damage or unauthorized access.



Mandatory ELCB Installation

For enhanced safety, installation of an Earth Leakage Circuit Breaker (ELCB) is mandatory for customers with a sanctioned load of 2 kW or above, as per DERC Regulations, 2017.



Meter Installation Location

The meter should be installed in a readily accessible location with sufficient space, enabling easy access for TATA Power-DDL officials or authorized representatives (who will always carry a valid ID card).



Electrical Wiring Safety

Please maintain a separate Phase and Neutral wire for each metered connection. This reduces the risk of damage to your appliances from voltage fluctuations or surges.





Meter Accuracy Check

If you suspect any issues with meter accuracy, you may request a test by paying the applicable fee.



Customer-Owned Meters

You may choose to procure your own meter, provided it meets TATA Power-DDL's specifications. The meter will be tested, sealed, and installed by our team to ensure compliance.



Avoid Meter Tampering

Do not tamper with the meter, its casing, or sealing arrangements. Tampering is unsafe and a punishable offense.




Prompt Reporting

If you notice any fault, accident, or irregularity with your meter, please report it immediately to TATA Power-DDL. Early reporting helps us ensure uninterrupted and safe power supply



Know Your Bill



TATA POWER DDL
A Tata Power and Delhi Government Joint Venture

TATA POWER DELHI DISTRIBUTION LIMITED
A Tata Power and Delhi Government Joint Venture

19124
www.tatapower-ddl.com

Bill of Supply for Electricity AS ON DATE BILL 28.02.25

Name: _____

Billing Address: _____

Supply Address: _____

Mobile/Tel: _____

E-mail: _____

Sanctioned Load (KW/KVA): 1.00¹

Contract Demand: _____

Power Factor: _____

District: _____

Zone: _____

MRU No.: _____

Walking Sequence: _____

Pole/Pillar No.: _____

MSPY LED Installed

CA No.: 08/11/2006

Enargisation Date: 600.00

Security Deposit: 1250.00

SLD Charges: _____

Connection Type: PERMANENT

Tariff Category: Domestic Lighting DL

Bill Basis: Actual(KWH)

Bill Remark: Bill On Reading

Bill Date: 01/02/2025

Bill No.: _____

Connection Status: Active

Meter and Reading Details (प्रीच अच अच अच अच अच अच)

Unit अच	Current Meter Detail अच अच अच अच अच अच		Revised Meter Detail अच अच अच अच अच अच		Units Consumed (E) अच अच अच अच अच ([A-B] x MR) + [C-D] x MR)
	Current Reading (A) अच अच अच	Previous Reading (B) अच अच अच	Current Reading (C) अच अच अच	Previous Reading (D) अच अच अच	
KWH	104	77			107
MDN KW	1.20				

Step 1

Current Demand Details / अच अच अच अच अच अच

Bill Period (अच अच): 27/12/2024 to 27/01/2025
 FC = 1.00 * 70.00 * 0.8387 = 16.77
 Days (अच अच): 26
 Month (अच अच): 0.8387

Step 2

Fixed Charges (F) अच अच अच	Energy Charges (E) अच अच अच			Power Purchase Cost Adjustment Charge (PPAC) अच अच अच अच अच अच			% Percentage	Amount	Electricity Tax @ 5% on (E)+(F)+(G)+(H) अच अच अच अच अच अच अच अच अच
	Unit	Rate	Amount	(I) PPAC on Fixed Charge	(J) PPAC on Energy Charge	(K) PPAC on Energy Charge			
16.77	100	3.00	300.00	20.52%	3.44	20.52%	81.56	19.28	

Step 3

Time of Day (TOD) Surcharge (G)	Surcharge / अच अच	(L) Surcharge on Fixed Charge	(M) Surcharge on Energy Charge
		8.00%	1.34
		8.00%	74.90

Step 4

Time of Day (TOD) Rebate (H)	Rebate / अच अच	Provision Trust Charge (PTC)	(N) PTC on Fixed Charge	(O) PTC on Energy Charge
		7.00%	1.17	21.00

Step 5

Year Electricity Bill Summary / अच अच अच अच अच अच

Net Current Demand अच अच अच अच	Subsidy अच अच अच	Energy (अच अच अच) अच अच अच अच अच अच	Provisional Refund (अच अच अच)	Adjustment (अच अच अच)	LPSC (अच अच अच)	Amount Payable अच अच अच अच अच
448.56	-448.56	0	0	0	0	448.56

Step 6

Unit	Rate	Amount (₹)	Days	Actual	Cumulative	Provisional Bill Refund	Amount
0.8387	6-200	100					
			27/12/24 to 27/01/25	26	100	Actual	448.56
			27/12/24 to 28/12/24	06	70	Actual	356.73
			27/01/24 to 27/01/24	01	286	Actual	1300.00
			27/01/24 to 27/01/24	01	283	Actual	1182.51
			27/01/24 to 27/01/24	01	286	Actual	2100.14
			27/01/24 to 28/01/24	02	311	Actual	1802.65

Step 7

Payments/Consumption History (अच अच अच अच अच अच)

Month	Unit	Rate	Amount (₹)
JAN-25	DEC-24	100	100.00
	NOV-24	150.00	1345.00
	SEP-24	1345.00	1850.00
	AUG-24	1850.00	650.00
	JUN-24	650.00	650.00

Step 8

Other Amounts not Incl. in "Total Amount Payable"

On A/c of Their Electricity: _____

NTA/Dispute: _____

CONTACT US (अच अच अच)

Sanyukta Kendra 19124
Chat Assistant 7303482073

Mobile App My Tata Power App
Bill on WhatsApp 7303482073

Website: www.tatapower-ddl.com
E-mail: customercare@tatapower-ddl.com

Important Message (अच अच अच अच)

For any help related to Online registration of New Connection request, please contact @ 24*7 helpline number-19124 or What's App No-7303482073 or Live Chat with our Executives at www.tatapower-ddl.com

Interest accrued for FY 2023-2024, already adjusted in bill no. 13006628394 (Generated for the period 16.02.2024 TO 17.03.2024) for Rs. 51.00. TDS deducted Rs. 0.00

Make your cheque/DD payable to Tata Power Delhi Distribution Limited CA No. 060012345678. Please mention full name and phone number of drawer while making payment through cheque. Cheque should be A/c payee, payable at Delhi and not post dated.

Power Purchase Adjustment Cost (PPAC) is being levied on Energy & Fixed Charges as - Provisional PPAC @ 8.75% and Differential PPAC @ 27.58%, for detail, please refer reverse side of bill

Your Current MDN has exceeded the Sanctioned Load (SL). Kindly note, as per DERC Order the highest average of MDI readings recorded as per billing cycle covering any four consecutive calendar months during the fin. year i.e. from 1st Apr to 31st Mar shall be adopted to revise the SL in next FY.

Nearest Payment Centres (1) TPODC, Payment Centre, Near Anapra Fire Station, Delhi-110040 Narela

Notice: In event of any loss (incl. previous bills) or non-payment by the due date, connection shall be disconnected after giving 15 days notice period as per sec 54(1) of EA, 2003 unless it is done within the 15 days after the due date. In case of any loss or non-payment by the due date, connection shall be disconnected after giving 15 days notice period as per sec 54(1) of EA, 2003 unless it is done within the 15 days after the due date. In case of any loss or non-payment by the due date, connection shall be disconnected after giving 15 days notice period as per sec 54(1) of EA, 2003 unless it is done within the 15 days after the due date.

Pay your Tata Power-DDL Bills through your Payment App or Bank Website With Bharat BillPay assurance.

Wasn't at home when the meter reader visited? Send a text or call along with photographs using Self-reading on WhatsApp.

96675 58009

LET'S MOVE TO ELECTRIC VEHICLES FOR BETTER TOMORROW

Know your Bill Calculation

Tariff applicable W.E.F. 01.08.2019 as per DERC (For details may visit www.derc.gov.in)								
STEP 1	Your key billing parameters / attributes	Domestic Rate Category					Others (Agricultural / Industrial / Non)	
	Calculation of units consumed	Current Reading	Date	Previous Reading	Date	ME	Units Consumed	
	Basis: It is derived on the basis of difference of current & previous meter reading & further multiplied by the applicable multiplying factor	A		8		C	(A-B) x C	
	33404	02.11.19	33095	29.09.19	1	309	Same	
STEP 2	Calculation of bill period (Slab)	Slab Calculation					Same	
	Bill period (Slab) is calculated for the purpose of fixed charge calculation and bifurcation of units in case of block / tariff / category change. It is derived from the difference of Current &	Bill Period: 30.09.2019 to 02.11.2019						
			Month	Sept.	Oct.	Nov.		Total
		A	Days M use	1	31	2		
		B	Days in month	30	31	30		
	Slab {A/B}	0.0333	1	0.0567	1.1			
STEP 3	Calculation of Fixed Charges	Sanctioned Load / Rate (Per kW / Month)					Fixed Charge (FC) Sanctioned Load x Rate x Slab Where MDI exceeds SL: - 30% Surcharge on Fixed Charge is levied ((MDI-	
	Fixed Charges are the fixed amount charged for billing period according to the load, applicable rate and slab	Up to 2 kW	> 2 kW and < 5 kW	> 5 kW and < 15 kW	> 15 kW and, 25kW	a 25 kW		
		20	50	100	200	250		
Fixed Charges = Sanction load x Rate x Slab e.g. 2 x 20 x 1.1 = 44								
STEP 4	Block details for units consumed = 309 and Slab =1.1 month							
	Applicable block		For consumption upto 200 units / month	For consumption upto 201-400 units / month	For consumption upto 401-800 units / month	For consumption upto 801,200	For consumption >1200 units /	
	Units as per Block		200	Next 200	Next 400	Next 400	Balance units	
	Applicable tariff	A	3.00	4.50	6.50	7.00	8.00	
	Applicable units		Block*Slab	Block*Slab	Block*Slab	Block*Slab	Block*Slab	
	Applicable units derived as per slab (Block*Slab)	B	220	89	0	0	0	
	Energy Charges	Ax13	660.00	400.50	0.00	0.00	0.00	
Total		1060.50					Energy Charge = Units Consumed x Applicable Tariff Rate	
STEP 5	Calculation of Power Purchase Adjustment Cost	PPAC is levied on Energy charges & Fixed charges as per DERC Regulation			PPAC on Energy Charge = Applicable Energy Charge x Rate			
	(PPAC) The price of the power purchased by TPDDL from generating stations varies from month to month. TPDDL has to make payment immediately and these charges are almost 70% to 80% of total cost of supply, to be recovered from customers. Accordingly, the variation in power purchase price as compared to base price considered in last tariff schedule, is decided by DERC, on quarterly basis to be adjusted in bill.	PPAC on Energy Charge = Applicable energy charge X Rate			PPAC on Fixed Charge (FC) = (FC x Rate)			
		PPAC on Fixed Charges = Applicable energy charges X Rate						

STEP 6	<p>Calculation of Surcharge</p> <p>(for meeting carrying cost of the revenue gap till FY 2010-11 and liquidation of revenue gap surcharge as per applicable tariff on fixed and energy charges has been levied towards recovery of past accumulated deficit by DERC)</p>	<p>Energy Charges = 1060.50(Refer to Step 4)</p> <p>Surcharge Rate = as per applicable tariff on Energy Charges</p> <p>Surcharge on Energy Charges = 1060.50 x applicable tariff = 84.84</p> <p>Fixed Charge = Rs 44 (Refer to Step 3)</p> <p>Surcharge Rate = 896 on Fixed Charges</p> <p>Surcharge on Fixed Charge = 44 x applicable tariff = 3.52</p>	<p>Surcharge on Energy Charge = Energy charges x Rate</p> <p>Surcharge on Fixed Charges = (Fixed charges x Rate)</p>
STEP 7	<p>Calculation of Pension Trust Charges</p> <p>As per current applicable tariff towards recovery of Pension Trust charges (PTC) of erstwhile DVB Employees / Pensioners as recommended by GONCTD w.e.f. 01st September 2017.</p>	<p>Energy Charges = 1060.50 (Refer to Step 4)</p> <p>Pension Trust Surcharge Rate = as per applicable tariff on Energy Charges</p> <p>Pension Trust Surcharge on Energy Charges = 1060.50 x applicable tariff = 80.30</p> <p>Fixed Charge = 44 (Refer to Step 3)</p> <p>Pension Trust Surcharge Rate = applicable tariff on Fixed Charges</p> <p>Pension Trust Surcharge on Fixed Charge = 44 x applicable tariff = 1.67</p>	<p>PTC on Energy Charge</p> <p>Applicable Energy Charge x Rate</p> <p>PTC on Fixed Charge (FC)</p> <p>= (FC x Rate)</p>
STEP 8	<p>Calculation of Electricity Tax (E.Tax)</p> <p>As per applicable tariff, Flax is leviable @ 5% on (Energy Charges + PPAC on Energy charges + Surcharge on Energy Charges)</p>	<p>Charges relevant for E.Tax Calculation:</p> <p>Energy Charge = 1060.50 (Refer to Step 4)</p> <p>PPAC on Energy Charge = 122.49 (Refer to Step 5)</p> <p>8% Surcharge on Energy Charge = 84.54 (Refer to Step 6)</p> <p>E.Tax =(1060.50 + 122.49 + 84.84)0 5% = 63.35</p>	Same
STEP 9	<p>What is the basis of calculation of current demand amount</p>	<p>Net Current Demand = Fixed Charges + Energy Charges + PPAC + Surcharge + Pension Trust Surcharge + E.Tax on (Energy Charges +Surcharges) etc. Net Current Demand = 71425.79</p>	Same
STEP 10	<p>Net Current Demand</p>	<p>As mentioned above.</p>	1425.79
STEP 11	<p>Subsidy</p>	<p>Allowed as per notification released from Govt. of Delhi if applicable for the Current FY.</p>	-880 00
STEP 12	<p>Arrears (Energy/Non-Energy)</p>	<p>Arrears reflected are previous billed current demand +/- adjustment remained unpaid and payable immediately.</p>	7 5.27
STEP 13	<p>Provisional refund</p>	<p>Refund constitutes previous billed provisional amount now adjusted in current bill.</p>	0.00
STEP 14	<p>Adjustments</p>	<p>These are charges debited / credited in this bill due to bill revision / adjustment done. details as mentioned in Annexure</p>	0.00

STEP 15	LPSC	Late payment surcharge is levied on amount remained unpaid from relevant due date till the date of payment.	70.70
STEP 16	Total Amount Payable	Total Arrears / Refund / Current Demand / Subsidy & PSC.	7551.76



Subsidy Eligibility Calculator

Check your eligibility for subsidy in few Easy Steps

Enter the '*Start Date*' of your billing period

Enter the '*End Date*' of your billing period

Enter your consumption (as mentioned on your bill)

Enter Captcha (sum of 2 digits)

Click 'Continue'

[Home](#) > [Customers](#) > [Solutions](#) > [Subsidy Eligibility Calculator](#)

Important Notes:

As per GoNCTD order no. F.6/24/Power/2021/2447-59 date 23-Jun-2021, the Subsidy shall be applicable to Domestic Residential Customer only.

Subsidy shall not be applicable for the following category of domestic customers:

- Place of Worship, School, Hospitals, Common Services - Lift, Lighting, water pump etc.
- Staff Connection of DVB/DESU employees
- Temporary Connections
- Customer is found indulging in power theft at his connection
- Unmetered Connections
- Customer listed under 4 (i) a ---[ii to x] of Delhi Electricity Supply Code and Performance Standards Regulations 2007.



Payment Conveniences

Bill Payment Centres

Consumers can walk into any of the **38 Tata Power-DDL Bill Payment Centers** across **North & North-West Delhi** to pay their dues.

Services Offered:

- Pay Energy Bills, Demand Notes, Theft & Installment dues
- Accepted modes: **Cash, Cheque/DD, Credit/Debit Card**
- **Instant Receipt** provided
- **Cash limit:** ₹4,000 for Energy/Installment/Thefts, ₹20,000 for Non-Energy bills
- No card charges for payments up to ₹5,000

Cheques to be drawn in favor of: "**Tata Power Delhi Distribution Ltd CA No. XXXXXXXX**" or "**Tata Power-DDL CA No. XXXXXXXX**"

Only online payment for Commercial & industrial customers having bills more than 20000

Pay Your Bill via Credit/Debit Card

Tata Power-DDL offers secure online bill payments through partner channels like **PayU Money, BillDesk, and Paytm** using your **Credit or Debit Card**.

Key Highlights:

- You'll be redirected to the payment partner's secure site to complete the transaction
- A **success/failure message** with transaction details will be shown—save or print for your records
- Make payments at least **3 days before the due date** to avoid late payment surcharge
- **No processing fee** for payments up to ₹5,000 per billing cycle
- Payments **above ₹5,000 may** incur processing charges by the issuer bank/payment gateway
- A maximum of **5 CA Numbers** can be paid using the same card in a billing cycle
- Ensure the card is valid and authentic—**Tata Power-DDL may request proof of ownership** if required

Net Banking – Easy & Secure Bill Payment

Tata Power-DDL offers Net Banking through trusted partners like **PayU Money, BillDesk, and Paytm** Using Net Banking.

How It Works:

- Select your preferred channel to pay via Net Banking
- You'll be redirected to the secure payment gateway
- After payment, a success/failure message with transaction details will be displayed
- Save or print the acknowledgement for your records

Pay your bills conveniently—anytime, anywhere!



Payment Conveniences

Pay Your Bill via UPI – Fast, Simple & Secure!



Pay Your Bill via UPI – Fast, Simple & Secure!

Tata Power-DDL, in collaboration with **YES Bank**, now offers an easy bill payment option through **Unified Payments Interface (UPI)**.

How to Pay:

- **Scan the Dynamic QR Code** on your physical or e-mailed bill using any UPI-enabled app (e.g., BHIM YES Pay, PhonePe, Google Pay, or any bank's UPI app)
- Or pay directly using UPI ID: **TPDDL@yesbankLtd**

For Smart Prepaid Meters, recharge can be done through the 'Pay Bill Online' option.

Now recharge your **Prepaid Electricity Meter** anytime, anywhere!

About the Service:

Tata Power-DDL offers an easy and convenient way to **generate prepaid coupons** through:

- **My Tata Power App**
- **Official Website:** www.tatapower-ddl.com

No need to visit any center – generate and recharge **from the comfort of your home**.

How to Use:

- Follow the step-by-step guide for digital coupon generation

Stay powered up – 24x7, hassle-free!



Autopay Your Bills with NACH (National Automated Clearing House)

Now pay your Tata Power-DDL bills **automatically** through **NACH**, a service by **NPCI** for secure and timely payments.

How It Works:

- Submit a **one-time mandate** to auto-debit your Tata Power-DDL bills from your bank account
- Amount is deducted automatically before due date—no reminders needed!

Mandate Registration:

- Download & fill the **physical mandate form** (size: 8" x 3 2/3")
- Submit it along with a **cancelled cheque** and **ID proof** at your nearest **Tata Power-DDL district office**



Payment Channels	Mode of Payment					
	Cash	Cheque /DD	Credit/Debit Card	Net Banking	UPI	RTGS/NEFT IMPS
Tata Power-DDL Collection Counters	✓	✓	✓			
YES, Bank Branches	✓	✓				✓
Website www.tatapower-ddl.com and Mobile APP			✓	✓	✓	
NEFT/RTGS/IMPS YES Bank and HDFC Bank				✓		✓
UPI (QR Code on bill or VPA)			✓	✓	✓	
Bharat Bill Payment System (BBPS)			✓	✓	✓	

Payment Related IMPORTANT INSTRUCTION

Cash payment can be made ONLY up to Rs. 4,000/- for Energy Bill, Energy Installment, Theft bill etc. All payments above Rs. 4000/- are to be made through Cheque OR Demand Draft (Pay Order) OR Electronic modes like online banking/ Credit or Debit cards and up to Rs. 50,000 through designated bank branches. For more info, visit www.tatapower-ddl.com

In case of two instances of Cheque dishonor/bounce within a period of past 1-year, future payments (for next six billing) shall be accepted only through modes other than Cash & Cheque. Additionally, Rs. 200/- will be charged as handling charges for each Cheque Bounce/Dishonor instance.

Demand note (other than normal bill charges) payments where security deposit amount is more or equal to Rs. 20,000/- (including existing/already deposited security deposit) can be paid only through Cheque/ DD/ Online payment modes, as applicable.

Online payment shall be reflected in your account within 2 hours of payment. For any failed/unsuccessful transactions and before initiating repayment, we recommend first confirm the last payment status from the respective Bank/Card Issuer.

There is no payment limit for making payment through Net Banking option. No processing fees/charges shall be collected by Payment Gateway/Bank etc. on such payment.

For ease of customers, details of nearest Payment Centers are also reflected on the Bill. Customers can also locate the nearest payment center with help of area PIN on our website.









Customer Touch Point

Use our 24 Hrs. Toll Free **SAMPARK Kendra at (19124)** for Registration of all types of Requests and Complaints

-  No supply
-  Fire and Safety
-  Information regarding Solar & EV
-  Attribute Change
-  Metering, Reading and Billing
-  Request Status
-  Electricity Theft Harassment / Employee Verification
-  Customer Benefit Scheme

You can also contact any of the following touch points:

-  Log into Website: www.tatapower-ddl.com
-  Use the Mobile App: My Tata Power
-  customercare@tatapower-ddl.com
-  District Customer Care Centres
-  Roshni Chatbot
-  +91 7303482071

Customer Care Centres

District	Address
Moti Nagar	District Office Building, 33KVA Grid, Inder Puri, Behind Pusa Institute Delhi-110015
Model Town	District Office Building, Gopal Nagar, Near Azadpur Flyover, Delhi-110009
Keshavpuram	District Office Building, Near Laxmi Bai College, Phase - 3, Ashok Vihar Delhi-110052
Civil lines	District Office Building, Hudson Lines, Civil Lines, Delhi-110009
Kirari	District Office Building, Sec 22, Pkt-1, Rohini opp Lakhi Ram Park Nr Rg-22 Grid, Delhi-110086.
Mangolpuri	District Office Building, Mangolpuri Industrial Area Phase-1, Mangolpuri Delhi-110083
Pitampura	District Office Building, GP-6 Block, Pitampura, Delhi-110034
Rohini	District Office Rohini, 3/9, Sub Station Building Sector-9, Rohini Near G.D. Goenka Public School, Rohini, Delhi-110085
Shalimar Bagh	District Office Building, 33 Kv Grid Sub Station, Near Jaspal Kaur Public School, Shalimar Bagh, Delhi-110088.
Dheerpur	TATA Power-DDL Office, 66/11 KV Grid Sub Station Dheerpur, Outer Ring Road, Nirankari Park, Near Dheerpur C V Raman ITI, Delhi-110084
Badli	District Office Building, DSIDC Gate No-5, Badli Ind. Area, Near MTNL Office, Delhi-110042.
Narela	District Office Building, Bawana Road, Near Fire Brigade Office, Narela, Delhi-110040
Bawana	District Office Building, Main Road Bawana, Near Aditi Girls College, Bawana, Delhi-110039

Note: Our customer Care Centers are open Monday to Friday from 9:30 AM to 5:30 PM and on Saturday from 9:30 AM to 1 PM. For more details visit our website - www.tatapower-ddl.com

No Power

Customers can register 'No Power' complaints through any of the following channels:

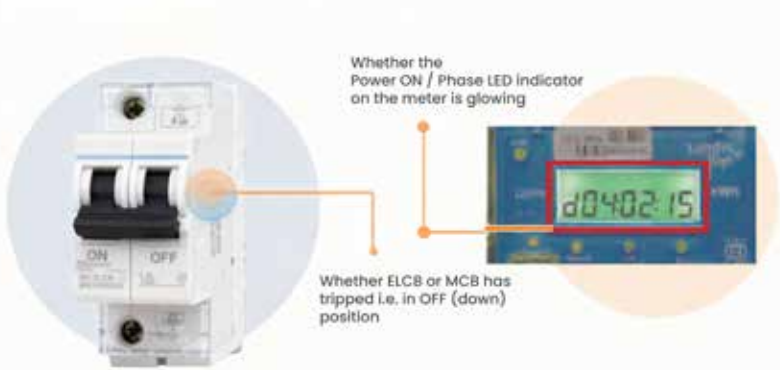
24x7 Toll-Free
Sampark Kendra
Number (19124)

Mobile App:
My Tata Power
App

Website:
www.tatapower-ddl.com

WhatsApp
Missed call
Service:
9619619124

Check the following, before calling at Tata Power-DDL:



Please call your local electrician to check and rectify your internal wiring. Tata Power-DDL Fault Repair Field staff is authorized and instructed to attend to complaints of 'No Power Supply' caused by faults in the **electrical network only up to your Meter**.

Visit our website and enter your **CA Number** to view current and **scheduled outages** in your area.



Digital Services

New Electricity Connection just a Click Away

- Online facility provided for registration of new electricity connection and submission of documents
- New Connection Demand Note payment through online channels
- Customers can also view the New Connection Request status online.

www.tatapower-ddl.com

Web Chat

To further enhance customer delight with service offerings through online channels, TATA Power-DDL has started Web Chat facility for customers through our website www.tatapower-ddl.com. Customers can reach us by clicking the 'Roshni mascot' on the Home page.



My TATA Power App

- Account Details: Billing / Reading /Payment History
- Bill Payment & Confirmation Receipt
- Power Outage Information
- No Current complaint registration
- Register Street Light complaint
- Register Wrong Reading complaint
- Employee verification with photograph
- Request for E-Bill/Adding Email Id against Contract Account

Digital Services



WHATSAPP CHATBOT TRANSFORM DIGITALLY!

Get your e-bill generated on WhatsApp at
7303482071

- QUICK ACCESS
- SAFE & SECURE
- ENVIRONMENT FRIENDLY

NEW CONNECTION, CONNECT US ON SANLAAP

To solve all your queries regarding the
A virtual hearing platform for applicants
www.tatapower-ddl.com

On working days from
10AM TO 4PM

SAVE TIME | SAVE RESOURCES | CONVENIENT | HASSLE FREE

Energy Conversation Initiatives

Opt for Energy Efficient Products Upgrade to sustainable living

Estimated Units Saving Per Year*

Product	Estimated Units Saving Per Year*
Solar	1200
Air Conditioner	885
BLDC Ceiling Fan	100
Geysers	10
LED Lighting	1000
Smart Switch	10,000

Save Energy. Save Environment

*SAVING OF 100 UNITS IS EQUIVALENT TO REDUCTION OF 100KG CO₂, RESULTING IN DIMINISHING THE BURDEN OF 3 MATURED TREES IN A YEAR

NON STAR RATED AC		5 STAR RATED AC	
2.08	1.54		
9	4.4		
275	138		
1630	85		
10600	3200		
	3200		
	85		

Energy Efficient & Home Automation Products

REGULAR FAN		BLDC FAN	
0.84	0.34		
25	10		
227	91		
—	136		
1474	590		
—	885		

*CONSUMPTION IN OPERATIONAL MONTHS

Exclusive Offer for Tata Power-DDL Customers
Buy a 5-Star Rated AC and Save up to 51% on energy consumption!





Use Rooftop Solar Save Climate

Avail Government Scheme and Save on Electricity Bills



Subsidy on Installation by Central Govt.

Plant Capacity	Applicable Subsidy by Central Government
1kW	₹ 30,000/-
2kW	₹ 60,000/-
3kW to 10kW	₹ 78,000/-

Generation Based Incentive (GBI) by State Govt.

Type of Consumer	Monthly GBI (INR per kWh) by State Government
Residential: Maximum upto 3kW	₹ 3
Residential: 4kW to 10kW	₹ 2
Capital Subsidy for Residential Customers ₹ 2000/- per kW upto maximum of ₹ 10,000/-	

Estimated Payback Period Considering 3 kW Sanctioned Load

Solar Plant Size	Basic Solar Plant Installation Cost*	Govt. Subsidy on Solar Plant Installation		Installation Cost after Govt. Subsidies (A)	Estimated Yearly Savings		Total yearly Savings (B)	Estimated Payback Period* (A/B)
		Central Govt	State Govt.		State Govt Monthly Generation Based Incentive @ Rs 3/- per solar unit#	Delhi Govt Subsidy on Unit Slab**		
1 kWp	₹ 60,000/-	₹ 30000/-	₹ 2,000/-	₹ 28,000/-	₹ 3240/-	₹ 9600/-	₹ 12,840/-	2.2 Years
2 kWp	₹ 1,20,000/-	₹ 60000/-	₹ 4,000/-	₹ 56,000/-	₹ 6480/-	₹ 9600/-	₹ 16,080/-	3.5 Years
3 kWp	₹ 1,80,000/-	₹ 78000/-	₹ 6,000/-	₹ 96,000/-	₹ 9720/-	₹ 9600/-	₹ 19,320/-	5 Years

* The costs provided in this leaflet are estimated. Actual costs may vary based on factors such as sanctioned load, consumption and solar capacity etc.

** In case the monthly consumed units fall under Delhi Govt Residential Subsidy Slab per month. (0 to 200 units & 201 to 400 units)

Considering yearly solar generation of 1080 units for 1kWp Solar Plant. (₹ 3 (GBI) x 1080 Units = ₹ 3240) subject to regular maintenance and degradation of plant.



Energy Independence

Generate and Save electricity for 25 years (Standard life span of Solar Plant) After completion of payback period the units generated by the plant will be dedicated savings for rest of the solar plant life span.

Space required for 1KWP Rooftop Solar Plant

1 kWp rooftop solar system requires 10 sq. meters of shadow-free area, during a sunny day 1kWp can generate on an average 3-4 units of electricity.

Customer Grievance Redressal Mechanism

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

Applicant may contact TPDDL through any of the following touch point.

- Sampark Kendra. (our 24x7 Toll Free Helpline Number i.e. 19124)
- Customer Care Centers (9:30am to 5 :30pm M-F & 9:30am to 1:00pm (saturday))
- Online through Complaint section on Tata Power-DDL website or e-mail at customercare@tatapower-ddl.com
- To report Harassment, Unethical Practice or Theft / Call 19124 or write to us at vigilance@tatapower-ddl.com

In case of any undue delay in resolution of request/complaint, customers may visit:

Level 1: Respective District **Customer Care Centre** and meet Tata Power-DDL officials with complete details.

Level 2: Internal Consumer Grievance Redressal Cell

Weblink:

<https://www.tatapower-ddl.com/Internal-Grievance-Redressal-Cell>

Email: icgrc@tatapower-ddl.com

Helpline No.: 011-66382301

Helpdesk – TATA Power Delhi Distribution Limited
CENCARE Building, Opposite C-2 Block, Lawrence Road,
Keshav Puram, Delhi – 110035.

(If not satisfied with the resolution/response received from the above-mentioned escalation levels, please contact Head – Customer Services)

Level 3: Head – Customer Services (with prior appointment)

TATA Power Delhi Distribution Limited, CENCARE Building,
Opposite C-2 Block, Lawrence Road, Keshav Puram, Delhi – 110035.

In the event of no-response or inadequate response by Tata Power – DDL within the time period prescribed for rendering the service or resolution of complaint, the customer may lodge a complaint at below available options:

TIER – II (Independent Forum, Consumer Grievance Redressal Forum)

If customer is still not satisfied with the resolution/response, after exhausting all complaint handling, escalation and redressal mechanism at Tata Power-DDL, in respect of grievances like New Connection, Billing, Metering, Power Outage, Load Shedding, Load Enhancement / Reduction, Disconnection / Reconnection of Power Supply, Name Change, Street Lights, Transfer of Connection then customer may approach CGRF.



Customer Grievance Redressal Forum (CGRF)
Sub-Station Building, Police Colony, Model Town – II, Delhi – 110009.
Tel: 011-27463809, 27466601-02. | Email: ecgrftpddl@gmail.com

Note: Forum shall not entertain a complaint if it pertains to the subject matter for which proceedings are pending before any court. Further, forum 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 CGRF order, an appeal against CGRF orders may be filed with the Electricity Ombudsman.

B-53, Pashchimi Marg, Opp. Tagore International School,
Vasant Vihar, New Delhi-110057 | Email: elect_ombudsman@yahoo.com
Additionally, customer may also approach Public Grievance Cell, directly set up by Delhi Government, for registering Electricity related complaints like (Connection, Billing, Supply, Meter, Theft, Vigilance and Street Light) at following address:
Department of Power (GoNCTD), SLDC Building

33KV Sub Station, Minto Road, New Delhi – 110002
www.bijlipgr.gov.in | Tel: 1800-11-2222

Charges Schedule

Security Deposit Charges (Refundable)		
S.No	Tariff Category (As per tariff order)	Amount (Rs. Per KW/KVA)
1	Domestic	
	1. Upto 2 KW	600
	2. Above 2 KW upto 5 KW	900
	3. Above 5 KW	1200
2	Non-Domestic	4500
3	Industrial	4500
4	Agriculture	300
5	Public Lightning	3000
6	Railway, DMRC, DIAL, DJB	3000
7	Mushroom cultivation	600
8	Advertisement and Hoarding	4500
9	Charging station of e-rikshaw/E-Vehicle	2500
10	Any other category not specified above	To be decided by commission

One-time Non-refundable charges	1. LT Supply	Rs. 250 per KW or per KVA subject to maximum of Rs. 25000/-
	2. HT Supply	Rs. 1000 per KW or per KVA

Service Line Cum Development Charges (Non - Refundable)					
Type Of Area	S.No	Sanctioned Load	SLD Amount (Rs.)	Additional Charges	S.No
Electrified & Unelectrified Area	1	Up to 5 KW	3000	Actual Road Restoration Charges for Service Line	4+5
	2	Above 5 KW up to 150 KW	(3000+500 per KW or KV for load beyond 5KW), limited to a maximum of 15,000		4+5
	3	Above 150 KW to 200 KW/ 215 KVA			4+5



Other charges (whichever is Applicable)

S.No	Type	description	Charges
1	Meter Shifting Charges *Important note - Service line charges are also applicable, if require based on the site conditions.	(i) Single phase connection	500
		(ii) Three phase connections	1000
2	Installation Inspection Fee other than at the time of energising new connection	(i) Upto 5 KW	120
		(ii) More than 5 KW upto 10 KW	200
		(iii) More than 10 KW	400
		(iv) HT Installation	1000
3	Special Meter Reading Charges	(i) LT connection	50
		(ii) HT connection	200
4	Reconnection Charges	(i) Single phase connection	200
		(ii) Three phase connections	500
5	Meter Testing Charges	(i) Single phase	200
		(ii) Three phase	500
		(iii) CT meter	1000
		(iv) HT meter	4000
6	Dishonoured Cheque		200
7	Non-refundable registration cum processing fee of EHT and HT connections		1000
8	Field inspection to be scheduled on a holiday for the Licensee		500
9	Copy of per Duplicate Bill		20



Safety Tips

Maintain a safe distance of min. 1.2M from electrical lines and Do not Encroach on electrical network. (Maintain safe distance of balconies or chajja from electrical network)



Do not construct below the transmission line.

Ensure use of proper rating ELCB/RCCB for personal safety against electrocution.



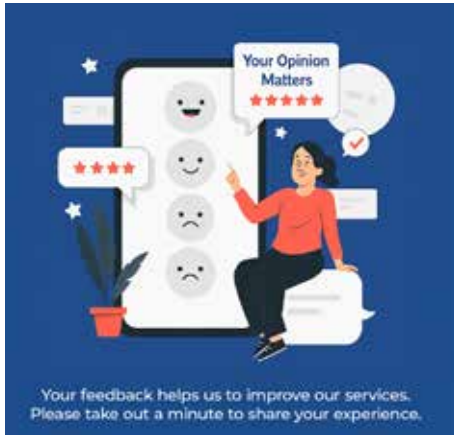
Avoid contact and stay away from electrical network components like electrical poles, street light poles, stray wires, transformer fencing etc. during monsoon season.

Do not touch any open junction box, uninsulated open joints, Fencing of substation, Iron poles in park.



Do not touch and maintain a safe distance from any electrical cable or pole which has fallen on the ground.

Your Opinion Matters To Us



Customer Testimonials

First of all I thank you for providing the satisfactory services. I am satisfied with your services as whenever I wrote any complaint or want any verification from you I got satisfactory response. Again I thank you for the same.

★★★★★

Sohan Lal Kumar



Excellent work by Tata Power-DDL within 1 day, my street light got rectified.

★★★★★

Netarpal Dahiya



My request got fulfilled within 24 hours. Thanks for solving the problem.

★★★★★

Vijay Kumar



I am very much satisfied with your high-quality work. I would like to express my sincere thanks and appreciation to all your nice staff for the work.

★★★★★

Anand Sharma



Its really very happiest moment for me as my complaint resolved within 24 hours Support like this appreciated and Thanks to Tata Power-DDL Services and specially thanks to customer care team.

★★★★★

Kamal Dev Rathore



Really happy that my complaint was resolved within 24 hours. Such support is appreciated. Thanks to Tata Power-DDL Services and special thanks to the customer care team.

★★★★★

Manoj Singh





TATA POWER-DDL



Contact Us

Sampark Kendra
19124



Chat Assistance
+91 7303482071



Mobile App
My Tata Power App



Bill on WhatsApp
+91 7303482071



Website
www.tatapower-ddl.com



E-Mail
customercare@tatapower-ddl.com



TATA POWER-DDL

TATA POWER DELHI DISTRIBUTION LIMITED

A Tata Power and Delhi Government Joint Venture

CIN No.: U40109DL2001PLC111526

www.tatapower-ddl.com

NDPL House, Hudson Lines, Kingsway Camp, Delhi – 110009