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My Tata Power App
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Roshni
Tata Power-DDL's Corporate Mascot

January 2024

Republic Day Celebrations with Customers

Tata Power – DDL celebrated 75th Republic Day with the spirit of patriotism & pride. The Flag hosting ceremony was done in presence of Senior Dignitaries and customers. Further, 3rd Edition of the Vishisht Sewa Samman Awards was also launched for customers and winners were facilitated in the categories — Outstanding Contribution to Community development and Green Customer.

The program witnessed various cultural performances like singing and dance by employees, along with facilitation ceremony. All Customers wholeheartedly appreciated Tata Power-DDL for its services and expressed their positive sentiments.



GENNEXT Meets

To celebrate the Power of Youth, “GENNEXT” a new concept of “Connecting with youth” was introduced in FY23. GENNEXT meets were organized on 4th & 5th Jan 2024. The event witnessed a huge success with participation of more than 110 customers.

Highlights of the event were – Awareness Sessions on Customer Centric Initiatives @ TATA Power-DDL, Urja Arpan Initiatives, followed by Quiz, feedback capturing & Lucky Draw; which was appreciated by customers.



Blanket Distribution Drive



Tata Power-DDL organized a blanket distribution drive. The success of this initiative is attributed to the distribution of 420 blankets to those who endure the harsh cold winds on the streets of Delhi throughout the winter season. The smiles on the faces of those facing adversity served as a heartfelt reward for the tireless efforts invested by Tata Power- DDL.

Your Feedback Matters to Us...

We want to hear from you

Kindly participate in our
Customer Satisfaction Survey
and guide us to serve you better.



Tata Power-DDL has always been a pioneer in the field of Customer Services through its designed interventions by revamping the processes with a goal of bringing convenience to the customers.

We have launched Annual Customer Satisfaction Survey and seek support from our customers in this continuous journey of Customer Satisfaction through their valuable feedback. We request our customers to scan the QR code to access the feedback form.



My Tata Power App

Attribute Change Tracker on Website

TPDDL CONNECT has now been upgraded to **MY TATA POWER APP !!**

Offering:

- Greater control
- Smoother experience

SCAN & DOWNLOAD MY TATA POWER APP

To bring convenience to the customers for tracking their requests generated for Attribute Change, a tracker similar to the new connection tracker has been launched on the website, where a customer can easily login and check the current status. This enablement will help our customers to have quick access to track their requests.

Path to follow : <https://www.tatapower-ddl.com/customer/complaint/view-current-status-Request.aspx>

Special Offer on EEPs

Fire Safety Tips

SPECIAL FESTIVE OFFER

BUY ANY 3 ENERGY-EFFICIENT PRODUCTS AND GET AN LED BULB WORTH **₹55 FREE!**

Tata Power-DDL Launched special offers on Energy Efficient Products. Special discount given by Crompton on LED 20W tube lights and Led 12W bulbs.

Customers can purchase discounted products from our nearest 13 Customer Care Centers.

The list of available energy efficient products is also available on www.tatapower-ddl.com. Register yourself on urjaarpan.com and contribute towards creating a greener tomorrow.

- Keep flammable gases and reagents away from heat.
- Use Electricity safely, avoid overloading outlets.
- Learn to use a Fire Extinguisher
- Exit first, then call emergency number



Make Life Easier .. Opt for Green Initiatives !!

Join the Solar Revolution

Reduce Electricity Bills by installing SOLAR PLANT

call us at: **99713 95233**

Tata Power-DDL will provide all assistance regarding setting up Rooftop Solar Plant

www.tatapower-ddl.com

MobiKwik

Get upto **₹100** cashback

Use Code : **TPDDL100**

T&C Apply, Valid till 31st Mar, 2024 on 1st Tata Power Delhi Electricity Bill Payment of the month on MobiKwik app.

FRAUD ALERT!

We never ask our consumers to call us on any number!

For any queries contact us on our Helpline Nos. **19124 | 18002089124**



Send in your feedback through feedback section on our website www.tatapower-ddl.com

Report Unethical Incident

Bribe/harassment : vigilance@tatapower-ddl.com

Issued by Customer Service Department, Tata Power Delhi Distribution Limited (formerly NDPL)

Connect With us on Social Media



24-HOUR SAMPARK KENDRA
19124 Toll Free Number



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Towards a Greener Tomorrow

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