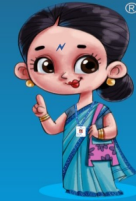


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Roshni
Tata Power-DDL's Corporate Mascot

July 23

Tata Power-DDL Raising Day Celebrations

Tata Power-DDL celebrated its glorious journey of 22 years which was possible due to unstinted support and trust of its valuable customers. Like every year, the occasion of 22nd Raising Day of TATA Power-DDL was celebrated with a lot of enthusiasm with customers and RWA members across Tata Power-DDL on 1st July, 2023.

Our revamped Customer Care Centres were decorated to celebrate the occasion. The customers wholeheartedly appreciated Tata Power-DDL for maintaining uninterrupted supply and launching new services for their convenience.



“SAMMAN” – An initiative for Senior Citizen Customers

Empowering communities and working towards Customer convenience has always been the focal point of Tata Power-DDL's working culture. In its endeavor to strengthen its relationship with customers, Tata Power-DDL organized its first 'SAMMAN – Senior Citizen Meet' for FY 24 on 20th July 2023 at Gurudwara Guru Singh Sabha, Raja Park, Dist Pitampura witnessing enthusiastic participation of more than 100 customers.



Highlights of the event are : Free Health Checkup and consultation from doctors from Max Hospital, Session on Monsoon Safety Tips, Laughter Yoga, Self Defense, Reward & Recognition, Lucky draw, Walk through by customers - Information Kiosks for Energy Efficient Products, Home Automation, Solar and EV Charging station etc. The customers wholeheartedly appreciated Tata Power-DDL for its services and this specially designed initiative taken to honor them and also expressed their positive sentiments for such unique concept and execution.

Revamping of Tata Power-DDL Customer Care Centres



Ambience creates an impression that lasts forever. It not only makes a place look aesthetically pleasing but also enhance customer experience. Building upon the block, Tata Power-DDL has revamped its existing setup of Customer Care Centres to ensure standardization and to enhance customer experience across all centres.

The Customer Care Centre revamping has been done incorporating unique themes like Tata Heritage Wall, Best out of Waste concept, Digi Branding, Feedback Corner, Smart Switches etc. Customers who participated in the launch expressed delight and appreciated Tata Power-ddl's efforts to create such unique look and feel of the Centres.

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Now, you can get your queries addressed 24*7 with the advanced chatbot

“EZ Home” - Home Automation Devices



TATA Power-DDL has introduced a new Home Automation device “EZ Home”, under affordable price. With the use of Home Automation device customers can:

- operate, schedule & manage equipment's remotely
- avoids multiple touching of switches and
- reduces the risk of spreading of infection.

The range of Home Automation products consist of smart switches, touch panel, sensor based lighting products and convertors.

Monsoon Safety Tips

- Stay away from electrical installations like electricity poles, sub-stations, transformers & streetlights in waterlogged areas.
- Ensure proper insulation of cable wires. In case of sparking in meter rooms/electric poles, call Sampark Kendra 19124 for assistance.

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IMPORTANT

BEWARE OF FRAUDULENT MESSAGES

requesting you to Call/SMS at any unknown number to avail services from Tata Power-DDL.

Do not click on any link received from suspicious sources through SMS/Email for Tata Power-DDL Bill Payment/ Activation or Deactivation of services/other queries.

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
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▶ Bribe/harassment : vigilance@tatapower-ddl.com

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

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