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Sampark

Customer Newsletter



TATA POWER-DDL



Roshni
Tata Power-DDL's Corporate Mascot

May'2025

Tata Power-DDL Wins "CX Strategy of the Year"

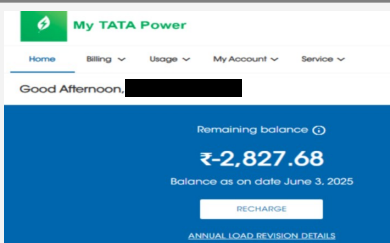
Tata Power-DDL has been conferred with "Best CX Strategy of the Year 2025" - at the 5th CX Excellence Award 2025, organized by Quantic India Limited.

The award recognizes Tata Power-DDL's visionary implementation of Innovative customer oriented initiatives, reflecting the organization's unwavering commitment to putting the customers at the center of what we do.

The event brought together leading organizations from across the country, each showcasing outstanding innovations in customer service. Tata Power-DDL's recognition among this elite group underscores its relentless pursuit of Customer Delight, powered by innovation, empathy, and a deep understanding of evolving consumer needs.



Check Your Smart Prepaid Meter Balance Anytime with My Tata Power App & Website



Tata Power-DDL has introduced enhanced digital features to empower customers with real-time access to their Smart Prepaid Meter balances.

Through the My Tata Power mobile app and the official website, customers can now Monitor real-time balance updates and Receive advance SMS alerts for low balances and recharge reminders. These features aim to provide greater transparency and convenience, reducing the chances of disconnection due to insufficient balance.

Empowering Communities : Solar Rooftop Workshops



The Village Customer Group of Tata Power-DDL held Solar Rooftop Workshops in Ghoga village, creating awareness about the revised solar policy. Registered vendors have also participated in the same.

More than 100 customers participated in the workshop.

Highlights of the workshop : Awareness sessions on Solar Rooftop, awareness on digital initiatives, Safety of electrical equipment's during the rainy season, .



To promote rooftop solar adoption, the Customer Services team of Tata Power-DDL organized Solar Rooftop Awareness Campaigns and Programs at all districts in collaboration with RWA members.

Total 15 Camps were organized in the month of May'25 covering more than 2500 Customers. Sh. Jai Upkar, Dy. Mayor also graced the event at MGP District. Customers enthusiastically enquired about Solar Queries and Solar leads were captured.

Highlights of the camps: Display of Energy Efficient Products, Awareness sessions on Solar Rooftop, Safety, awareness on digital services.

Applying for a New Electricity Connection?

Visit our Customer Care Centre, with your Documents, for Request Registration

Click to know the Location of our Customer Care Centres



Working Time

Mon – Friday: 9.30 AM – 5.30 PM
Saturday: 9.30 AM – 1.00 PM

Our team is here to assist you!
Fast, easy, and hassle-free services



24 HOURS SAMPARK KENDRA
19124 Toll Free Number

Your Opinion Matters To Us

Tata Power DDL launches Instant Feedback mechanism



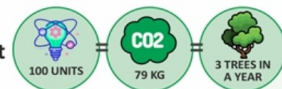
Share your concerns/suggestions on the feedback link received via SMS/E-Mail....



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To register AC, Geyser, Washing Machine [Click here](#)
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TATA POWER-DDL

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Save up to 51% on the cost of a New 5 Star Rated AC*



*Terms & Condition apply

FRAUD ALERT!

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

For any queries contact us on our

Helpline Nos.
19124 | 18002089124



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#NeuPeBillPay

PAY YOUR TATA POWER-DDL ELECTRICITY BILL THROUGH TATA NEU & EARN 30 NEUCOINS.

1 NeuCoin = ₹1

*T&C Apply



MobiKwik

Pay your Electricity Bill through MOBIKWIK UPI and get Cashback

Offer Valid from April 1, 2025 to June 30, 2025

T&C Apply



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

Connect With us on Social Media



Disclaimer

This publication is intended for Tata Power-DDL customers and any part thereof shall not be construed as a legal document or be presented in a court of law, forums, and authorities for any purpose whatsoever.

Report Unethical Incident



Bribe/harassment: vigilance@tatapower-ddl.com

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

24-HOUR SAMPARK KENDRA
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