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Roshni
Tata Power-DDL's Corporate Mascot

Nov'23

Tata Power-DDL Wins at 14th Edition of CX Strategy Summit & Awards 2023

Tata Power-DDL has been adjudged Winner under two categories **“Best Customer Experience Team of the Year”** and **“Best Contact Centre”** in the 14th Edition of CX Strategy Summit & Awards 2023 held on 2nd November 2023. This Summit showcased the way for CX advancements in the coming decade by addressing key areas such as technology integration, AI, and analytics. It emphasized on the importance of prioritizing Employee Experience (EX) and highlighted the value of CX investments. The event highlighted the role of innovation as the cornerstone for elevating customer experiences, emphasizing the need for adaptability and forward-thinking in this dynamic field.



Tata Power-DDL awarded by Indian Chamber of Commerce

The Indian Chamber of Commerce (ICC) has honored Tata Power DDL with two prestigious awards : **“Green Energy” Award** and **“Efficient Operations” Award**.

This is one of the first award as a testament to our relentless dedicated efforts for sustainability through the "Urja Arpan" initiative and for our pioneering efforts in promoting Green Energy adoption and operational efficiency.



SAMMAN — Senior Citizen Meet

SAMMAN’ – Senior Citizen Meet, is one of Tata Power-DDL’s flagship customer engagement initiatives and first-of-its-kind events designed for senior citizens. In its endeavor to strengthen its relationship with customers, Tata Power-DDL organized ‘SAMMAN – Senior Citizen Meet’ on 22nd Nov 2023 in Mangolpuri, witnessing enthusiastic participation of more than 150 customers.

Highlights of the event : Tata Power-DDL’s initiatives, Promoting Digital services, Awareness on Energy Efficiency Products, Laughter session and free health checkup camp.



The customers wholeheartedly appreciated Tata Power-DDL for its services and specially designed initiative taken to honor them and also expressed their positive sentiments for such unique concept and execution.

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Instantly check your Complaint Status with Convenience

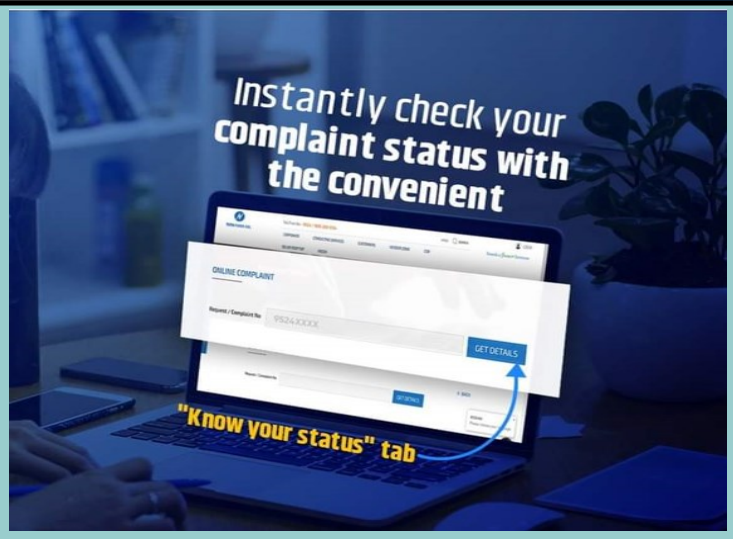


TPDDL CONNECT has now been upgraded to **MY TATA POWER APP !!**



Offering:

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Stay updated on the progress of your complaint with just a click! Visit our website (www.tatapower-ddl.com) and easily track your complaint status using the "Know Your Status" tab. Experience convenience and transparency like never before.

Avail Best Offers on Energy Efficient Products



The Urja Arpan initiative by Tata Power-DDL, aligns with the organization's commitment to sustainable development and combating the adverse impacts of increased energy consumption on the climate. Tata Power-DDL recommends customers to opt for energy efficient products like LED lightings, BLDC fans etc. The list of available energy efficient products is available on www.tatapower-ddl.com. Register yourself on urjaarpan.com and contribute towards creating a greener tomorrow.

Winter Tips

- Wear woollen clothing and stay covered.
- Eat nutritious food that keeps your body



- Stay Hydrated
- Consult doctor immediately in case of any long dis-

Make Life Easier .. Opt for Green Initiatives !!

Join the Solar Revolution

Reduce Electricity Bills by installing SOLAR PLANT

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

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

BEWARE OF FRAUDULENT MESSAGES!

FRAUD ALERT

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)



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Towards a Greener Tomorrow