



## FAQs – Attribute (Name / Load / Category) Change

**Q1.** What is DERC Mutation request? How can I register one?

Answer: DERC Mutation request is generated automatically as and when the customer approaches Sub-Registrar office, for registration of newly acquired / purchased property, along with property papers and copy of Electricity Bill, in his name. DERC mutation notification / request is auto generated on the CA number of the electricity bill produced containing details like New Owner name, Old owner name, address details, etc.

**Q2.** Can I apply for Load Change also along with DERC Mutation request?

Answer: DERC mutation process is applicable only for Name Change. However if the customer wants to change Load or Category along with Name Change, one can apply through Attribute Change Process.

**Q3.** How to register Attribute (Name / Load / Category) Change request?

Answer: Customers can register Attribute change request by using following options:

- Website ([www.tatapower-ddl.com](http://www.tatapower-ddl.com)) - Home > Login > Customer > Request & Complaints > Attribute Change (Load/ Name & Category Change)
- Through **Website** ([www.Tatapower-ddl.com](http://www.Tatapower-ddl.com)): Home > Customers > Connection Related Service > Load/Category/Name Change
- Through “**My Account**” option on home screen of our Mobile App **Tata Power-DDL Connect**.

### Steps of applying Attribute Change Online

- ✓ 1: Customer Login (through password / OTP verification).
- ✓ 2: Select option from Request & Complaints on My Account page (Like, Name Change/ Load Change/ Category Change or Combination of more than 1 or 2).
- ✓ 3. Download Application form and get it filled, signed after affixing a recent passport Size photograph of applicant, and download ‘Required Document Details’ for referring documents required.
- ✓ 4: Write the new value required i.e. new name / new load / new category. (All fields marked with asterisk (\*) are to be filled mandatorily).
- ✓ 5: Upload the required documents as per downloaded document matrix, Write a remark and press ‘Submit details’. **Notification shall be generated.**
- ✓ Click ‘Choose File’ (marked in red) and select the location where the scanned form is saved. Click on ‘Upload’ (marked in green) to upload the scanned form.  
\* *Size of form should be less than 50KB (format-PNG, JPG, JPEG).*

For reference please watch the video: <https://www.youtube.com/watch?v=76l7F7xycq8> on how to apply



## TATA POWER-DDL

**Q4.** Can I apply for Name / Load and Category Change together?

Answer: Yes. One can apply for Name / Load / Category Change alone or in combination with other options.

**Q5.** What are the documents required for Attribute (Name / Load / Category) Change?

Answer: [Click here to download list of requisite documents for Name/Load/Category Change.](#)

**Q6.** What are the charges for Attribute (Name / Load / Category) Change?

Answer: Differential Security Deposit of the relevant category and Service Line cum Development Charges (if any) are applicable as per the prevailing norms. For more details [Click Here](#)

**Q7.** What is the criteria for Load Reduction?

Answer: Following are the criteria to apply for Load Reduction.

- One can apply for Load Reduction only after 6 months from original energisation for connections upto 100 KW, and 1 year original energisation for connections above 100 KW.
- The reduction of load shall be limited to the highest of average of any 4 (four) consecutive months maximum demand readings of last 12 (twelve) months.

**Q8.** What are the possible reasons for my application / request to be rejected?

Answer: An application for Attribute Change may get rejected due to reasons including but not limited to following:

- **In case of Name Change:**
  - ✓ Documents not complete
  - ✓ Wrong / forged information regarding address, supply type etc.
  - ✓ Dues on premises not paid
- **In case of Category Change:**
  - ✓ Commercial Activity going on at site.
- **In case of Load Change:**
  - ✓ ELCB not installed
  - ✓ Required Load does not fall under load reduction criteria (please refer Q. No. 5).

**Q9.** In case of request cancellation, how do I submit the requisite documents?

Answer: One can upload requisite/deficit documents on below path on our website – [www.tatapower-ddl.com](http://www.tatapower-ddl.com).

**Path: Home > Customers > Connection Related Service > UPLOAD DEFICIT DOCUMENT**