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**) - Home > Login > Customer > Request & Complaints > Attribute Change (Load/ Name & Category Change)

- Through **Website** (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

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 submit requisite documents on Email ID - customercare@tatapower-ddl.com.