



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

**Q1. What is DERC (Delhi Electricity Regulatory Commission) Mutation request? How can I register one?**

**Ans:** 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 generated, containing details like New Owner Name, Old Owner Name, Address Details, etc.

**Q2. Can a customer apply for Load /Category Change also along with DERC Mutation request?**

**Ans:** DERC mutation process is applicable only for Name Change. However if the customer wants to change Load or Category along with Name Change, he/she can apply through Attribute Change Process only after cancellation/resolution of DERC Mutation request.

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

**Ans:** Customers can register Attribute Change request through following options:

- Website ([www.tatapower-ddl.com](http://www.tatapower-ddl.com))  
Path-Home > Login > Customer > Request & Complaints > Attribute Change (Load/ Name & Category Change) OR
- [Click Here](#) to register request for Attribute change
- Tata Power-DDL Connect Mobile App “My Account” option on home screen

### **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.**
6. Click ‘Choose File’ (marked in red) and select the location where the scanned form is saved.
7. 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 for attribute change.



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### **Q4. Can a customer apply for Name / Load and Category Change together?**

**Ans.** Yes, customer can apply for Name / Load / Category Change alone or in combination with other options in one go.

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

**Ans.** [Click Here](#) to view the documents required for Attribute Change.

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

**Ans.** Differential Security Deposit of the relevant category and Service Line cum Development Charges (if any) are applicable as per the prevailing norms.

### **Q7. What are the criteria for Load Reduction?**

**Ans.** The criteria to apply for Load Reduction are:

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

### **Q8. What are the possible reasons for rejection/cancellation of application / request?**

**Ans.** An application for Attribute Change may get rejected/cancelled 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 can a customer submit the requisite documents?**

**Ans.** Customer can submit requisite documents through:

- Tata Power-DDLs website [www.tatapower-ddl.com](http://www.tatapower-ddl.com) Or
- [Click Here](#) to submit the requisite documents