CUSTOMER GENERAL QUERIES

Q1. Why is the CA No. required for registering a complaint?
Ans. CA is a unique identification No. maintained by Tata Power-DDL against customer's data. This is similar to any other service provider (Banks, Mobile, gas, appliances etc.), who need the customer's identification through an account number or any invoice or reference No. It is advisable to save your CA No. in mobile handsets so that it is always handy – anytime and anywhere.

However, if customer's mobile No. is registered with us against the CA No., in that case, the customer need not to remember the CA No., and can just refer his mobile No. while registering the complaint.

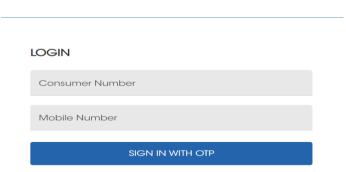**Q2. How and from where a customer can update his contact details (Mobile Number & E-Mail ID)?**
Ans. Customer can update his contact number through any of the following options through:
1. My Tata Power App
2. Customer Login section on Website www.tatapower-ddl.com
3. E-KYC Portal Available on Website www.tatapower-ddl.com
4. Emailing at customercare@tatapower-ddl.com
5. 24X7 Toll Free Helpline No. 19124
6. Visiting Nearest Customer Care Center.

Q3. What is the procedure to Login on Tata Power-DDL Website?
Ans. The procedure to login on Tata Power-DDL Website is as follows:
- Log on to www.tatapower-ddl.com
- Click on "customer Login" and login using OTP.

LOGIN

Consumer Number

Mobile Number

SIGN IN WITH OTP

Q4. Where to approach for login problems?
Ans. For login problems you can call at 24X7 Toll Free Helpline No. 19124 or write to us at customercare@tatapower-ddl.com.

Q5. How to download My Tata Power App?
Ans. My Tata Power App is available on both Google Play Store & Apple Store. Customers can download the app for free and avail benefits of our online services. Scan the QR Code to download My Tata Power App.

Q8. What all functionalities are available on My Tata Power App?
Ans. Following functionalities are available through My Tata Power app:

- Hassle-free one-time login system (More protection through Finger print / Face Id protection)
- CA View/Manage Up to 25 CAs
- Profile management - Guest Login facility
- Locate Nearest Payment Center with Google map integration
- Opt-In/ Out preference selection for services like bill on Whatsapp, E-Bill, SMS
- Options to modify Email/ Mobile/ Nick name etc.
- Power Outage Details
- Current Bill detail and Bill Payment (normal & installment) option.
- Bill download option (last 24 months)
- Payment Receipt download option (last 12 months)
- Link to informative videos
- Update mobile number & e-mail ID
- Register new connection request / attribute change (name/load/category change)
- Upload deficit documents against new connection request
- Demand note payment option
- Report safety related incidents
- Register Streetlight complaints
- Register any reading/billing/bill delivery/payment related complaint
- Verification of Tata Power-DDL's Employees
- Nearest Payment center
- New Offers and Schemes
- Register Theft complaints
- Capture your feedback.
- Live chat with our experts