



FAQs - NEW CONNECTION

Q1. How to register for a New Connection?

Ans. To register for a New Connection request, customers may use following options:

- Tata Power-DDL's Website www.tatapower-ddl.com
- Tata Power-DDL Connect Mobile App Or
- Type TATA POWER-DDL NEW and send to 56070 (applicable for load upto 49 KW)

Q2. In How many days a New Connection is provided?

Ans. A New Connection shall be provided within 7 days, subject to completion of commercial formalities, RoW clearance and where extension of existing network is not required.

Q3. What are steps to provide a New Connection?

Ans. Steps to provide a New Connection are:

1. Submission of online application along with all documents
2. Field Inspection and Energization of Connection

Q4. What is Sanctioned Load and How to calculate it to apply for a New Connection?

Ans. As per DERC (Supply Code and Performance Standards) Regulations, 2017, Sanctioned load means the load in Kilo Watt (KWh), which is agreed to be supplied to the customer. The Sanctioned Load may be calculated by the simultaneous use of load (machines, appliances, fans, lights etc.) at any duration. For example: During Summer, AC Load shall be included for Sanctioned Load and Geyser shall not be, as both are normally not used together.

Q5. What are the documents required for a New Connection?

Ans. [Click here](#) to view the list of documents for a New connection (permanent/short term temporary/long term temporary connection).

Q6. What are the Charges for a New Connection?

Ans. [Click here to view New Connection Charges.](#)

Q7. What is meant by Demand Note?

Ans. Demand Note refers to a payment note, issued to the customers to make payments required (w.r.t. Consumption deposit, Service line charges/estimation charges, security deposit etc.) for providing the New Connection. [Click here to view New Connection Demand Note Charges.](#)

Q8. Why is it essential to verify Electricity dues for a property before applying for New Connection? How customer can get the same checked from TATA Power-DDL?

Ans. Electricity dues are attached to the premises and not to the person.

- Old dues may be in the name of some other person but it is the responsibility of the existing owner or the user of the premises to keep the premises clear of any electricity dues to be eligible to get the electricity connection.
- The existing user or applicant of the connection may either make the payment themselves or ask the former owner to clear the dues. It is therefore always advisable to ensure before purchasing or occupying the property that it is clear from any electricity dues and/or have a specific clause for ownership of electricity dues in the relevant document for transfer of ownership of property.



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- It is also clarified that in sub-divided properties, the dues of original plot/property will also be payable by existing owners of sub-divided properties in the ratio of occupancy.

For getting NOC (No Objection Certificate) regarding electricity dues on purchase of property, customer may register request at 24*7 Toll Free Sampark Kendra 19124 or at website www.tatapower-ddl.com .

Q9. What are the possible reasons for customer's application to get rejected?

Ans. An application for a New Connection may be rejected due to reasons including, but not limited to following:

- Documents not complete
- Wrong / forged information regarding address, supply type etc.
- Demand Note not paid
- Dues on premises not paid
- Wiring incomplete
- ELCB not installed
- Separate dwelling unit not found (in case of separate connection for floor system)
- Unsafe location (Pole encroachment/Unsafe Wiring etc)
- Public Hindrance/ ROW issue
- Non submission of NOC from DJB or Fire department

Q10. In case of request cancellation, how do customer submit the requisite documents?

Ans. In case of request cancellation, customers can upload the deficit documents on Tata Power DDL's website www.tatapower-ddl.com

Path: home > customers > connection related service > upload deficit document for New Connection or use https://www.tatapower-ddl.com/applynewconnection/Deficit_document to upload the same.

Alternately, customers can submit deficit documents through Tata Power-DDL Connect Mobile App. Path: Home>Upload Deficit Documents.

Q11. In what conditions second electric connection can be given to separate dwelling?

Ans. Wherever, one dwelling unit has been sub-divided and separate kitchen as well as separate entry/exit is available, second electricity connection may be given to the lawful occupant.

Q12. What is ELCB and what is its importance?

Ans. ELCB (Earth Leakage Circuit Breaker) is a Earth Leakage Protective device, that detects even a small stray of current leakage to earth in one's premise, and automatically trips and disconnects the electricity supply to the premise equipment's, thus preventing any untoward incidents. Another useful benefit of installing an ELCB device is that it also detects faulty and intermixed internal wiring.

Q13. Is Tata Power-DDL responsible for getting a New Street Light Connection?

Ans. No, Tata Power-DDL is only responsible for maintaining and supplying electricity to Street lights. Whereas, the installation of Street lights, being a civic amenity, is the responsibility of local land owning authority.

Hence, requesting our customers to contact local land owning authority (LOA's) of their area (like MCD, DDA etc.) for the subject matter.

After consideration of request, a joint inspection by Tata Power-DDL staff and governing authority officials will be conducted. Once everything is approved, a fund will be raised by the authority for Tata Power-DDL and only then new Street Lights will be installed or land owning agencies may install Street Lights on their own.

For reporting any complaint about functionality of street lights, please call at 24X7 Toll Free Sampark Kendra 19124. Or write to us at customercare@tatapower-ddl.com or use Tata Power-DDL Connect Mobile App.



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Q14. What are Service Line Cum Development (SLD) charges? Why are these charged and under what circumstance? How much are the charges?

Ans. As per DERC (Supply Code and Performance Standards) Regulations, 2017, regulation 21, Service Line cum Development (SLD) charges are the charges levied by Tata Power-DDL through demand note (wherever new connection/reconnection /load enhancement request is being processed) towards expenditures including the cost of service line and all other associated expenses. The charges are based upon the sanctioned load requirement and irrespective of the length of the Service Line.

Service Line is an asset of Tata Power-DDL and therefore the replaced service line cannot be handed over to customers. If service line is not replaced for load enhancement, customer may ask for refund of the Service Line Charges.

To view details of the SLD charges [Click here](#).

For Areas developed by developers:

For areas developed and sponsored by development agencies like Delhi Development Authority, Municipal Corporation of Delhi, Public Works Department or Private Developers, the electrification shall be carried out by Tata Power-DDL after charging 50% of cost towards High Tension (HT) feeders, sub-station including civil works, LT feeders and 100% cost towards service line and street lights.

Q15. What is the category to be selected while applying for short term temporary connection/long term temporary connection?

Ans. Domestic and Commercial category customers can be selected for short term/long term temporary connections.

Q16. For what purpose and duration the short term temporary/long term temporary connection can be applied?

Ans. Short Term Temporary connection can be applied for the purpose of marriages, religious functions, construction activities, exhibitions, cultural functions, etc. Short term temporary connection can be applied for from 1 day up to 15 days.

Long Term Temporary connection can be applied for construction purposes and these meters can be used for more than a year.

Q17. What are the documents required for Short term/long term temporary connection?

Ans. Documents required for short term temporary connection are:

- Permission letter from land owning agency (DDA/MCD etc).
- Marriage card/Religious/Cultural function details (Ram Lila/Durga Pooja etc).
- Undertaking for Temporary connection ([Click here](#) to view format) and Guarantor CA number.

Q18. What if I want to extend the time of my connection for which it was given?

Ans. For extension of the period of long term temporary connection, the customer shall apply to the Licensee in writing at least 1 (one) day before the expiry of temporary connection by:

- 1) Call at 24*7 Helpline Sampark Kendra no. 19124 OR
- 2) By logging into customer login section on our website www.tatapower-ddl.com (Extension/Disconnection of Temporary connection).

Q19. Who can apply for the extension of long term temporary connection?

Ans. Only registered customer can apply for extension of long term temporary connection.

Q20. Are there any charges for extension of long term temporary connection?

Ans. Charges for long term temporary connection's extension depends upon the load and MDI in the financial year.



Q21. Can I get a temporary connection converted into permanent and vice-versa?

Ans. No, temporary connection is to be surrendered before installation of permanent connection.

Q22. Will the security deposit of Temporary Connection be adjusted at the time of applying permanent connection?

Ans. No, new connection has to be applied with fresh new connection charges and security deposit of temporary connection will be refunded on request by the registered customer.

Q23. What is the process of removal of short term temporary/Long term temporary connection?

Ans. For removal of Short term temporary/Long term temporary connection, customer is required to generate meter surrender request at our website www.tatapower-ddl.com. The request will be processed after completion of commercial formalities.

However it is to be noted that Short term/Long term temporary connection will be removed on the expiry of the duration for which it was sanctioned.

Q24. What are the documents required while applying for removal of temporary connection?

Ans. To Surrender the Connection, kindly Login to your UCES Account on Customer Login option on the website and apply for Meter Surrender from Requests & Complaints section, and upload the following documents.

- 1) Copy of Govt. issued valid photo ID proof of Registered Customer (both sides)
- 2) Copy of Last Paid Bill
- 3) Cancelled cheque with Name and Account details on it.

Note: Cancelled Cheque of merged banks will not be accepted.

Note: In case of death of registered customer, death certificate of RC with NOC from legal heir(s) is also required.

Q25. Is reconnection possible in case of disconnection of temporary connection?

Ans. Yes. Reconnection is possible in Long Term Temporary connection. Customer is required to register a request for LTT extension at our website along with following documents:

- LTT extension form
- Copy of registered customer's ID Proof.

Q26. What are the limitations in getting Short Term Temporary connection?

Ans. The only limitation in getting Short Term Temporary connection is that same shall be granted using pre-paid meters only.

Note: If the load demanded by the applicant is more than 45kW, the Licensee may provide the temporary connection through post-paid meter.

Q27. What is the difference in Indemnity bond- Annexure-5 and Annexure-8?

Ans. [Annexure 5](#)- Indemnity Bond in lieu of ownership proof-The said Indemnity bond is applicable for village/Lal dora areas where ownership proof is not available with the applicant. Indemnity bond should be on Rs.100 Stamp paper (duly notarized) and signed by the Owner.

[Annexure 8](#)- Indemnity bond in lieu of Rectification bond-The said indemnity bond is applicable where tampering/overwriting is found on ownership proof. Indemnity bond should be on Rs.100 Stamp paper (duly notarized) and signed by the Owner.

Q28. In which situation NOC from Fire Safety Department is required?

Ans. As per the Schedule of Charges and the Procedure (Sixth Amendment) Order, 2021, in the dwelling units which are above the height of 15 meters without stilt parking and which are above the height of 17.5 meters with stilt parking of the building, the electricity connection shall not be provided unless the fire clearance certificate has been obtained



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Q29. Which categories of customers shall be exempted from seeking NOC from Delhi Jal Board for new agriculture connection?

Ans. Following categories of consumers shall be exempted from seeking No Objection Certificate for ground water extraction:

- (i) Individual domestic consumers in both rural and urban areas for drinking water and domestic uses.
- (ii) Rural drinking water supply schemes.
- (iii) Armed Forces Establishments and Central Armed Police forces establishments in both rural and urban areas.
- (iv) Agricultural activities
- (v) Micro and small Enterprises drawing ground water less than 10 cum/day.

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