



Roshni

Tata Power-DDL's Corporate Mascot

## FAQ – New Connection

### Q1. How to register for a New Connection?

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

1. Tata Power-DDL's website [www.tatapower-ddl.com](http://www.tatapower-ddl.com)
2. Visit Customer Care Center (Timings – Monday to Friday, 9:30 AM to 5:30 PM and Saturday, 9:30 AM to 1:00)
3. My Tata Power App

### 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, availability of Right of Way (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 application along with all documents
2. Field Inspection and Demand Note payment
3. Energization of Connection

### Q4. What is Sanction Load and how to calculate it to apply for a New Connection?

**Ans.** Sanctioned load means the load in Kilo Watt (KW), 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](#).



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**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.

**Q8. Why is it essential to verify Electricity dues for a property before applying for New Connection? How can customer 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(s) of the premise(s) to keep the premise(s) 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.]**
- 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/ Nearest Customer Care Center (Timings – Monday to Friday, 9:30 AM to 5:30 PM and Saturday, 9:30 AM to 1:00) or at website [www.tatapower-ddl.com](http://www.tatapower-ddl.com)

**Q9. What are the possible reasons for customer's application getting 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
- MCB / 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

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

**Ans.** Customer Can Use Following Channels for submit the requisite documents -

1. In Case of request cancellation, Customer can upload deficit documents by [Clicking here](#)
2. Customers can submit deficit documents through My Tata Power App: Path: Home>Upload Deficit Documents.
3. Customers can also submit deficit documents on Nearest Customer Care Center (Timings – Monday to Friday, 9:30 AM to 5:30 PM and Saturday, 9:30 AM to 1:00)

**Q11. In what conditions can a second electricity connection be given to a 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.**

1. 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 equipment's of the Premise, thus preventing any untoward incidents.
2. Another useful benefit of installing an ELCB device is that it also detects faulty and intermixed internal wiring. For any Connection above 1 KW ELCB Installation is mandatory.

**Q13. What is Service Line Cum Development (SLD) charges? Why are these charged and under what circumstance? How much are the charges?**

**Ans.** 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 (as per DERC guidelines).

Service Line is an asset of Tata Power-DDL and therefore the replaced service line cannot be handed over to customers. However, if Service Line Charges are paid by customer for load enhancement, Tata Power-DDL is bound to change the Service Line.

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.](#)



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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.

**Q14. What is Tata Power-DDL's role in providing connection to Illegal or unauthorized construction?**

**Ans.** Tata Power-DDL is a power distribution utility and is governed under regulation of Delhi Electricity Regulatory Commission. Tata Power-DDL provides the electricity connection as per prescribed documents. There are various statutory agencies and public utilities entrusted with specific responsibility, rights and obligation. Accordingly, Tata Power-DDL has no Expertise or Rights to determine or declare any construction as unauthorized or illegal. If and when It is informed about any construction being illegal or unauthorized by any judicial or statutory body, it takes the appropriate action as suggested by them. Therefore, customers are requested to approach land development agencies like DDA or judicial bodies for taking appropriate measure against the defaulters.

**Q15. What are the types of temporary connection?**

**Ans.** Temporary connection can be of two types:

1. Short Term Temporary: Can be applied for from 1 day up to 45 days.
2. Long Term Temporary: Can be applied for from 46 days up to 1 year.

**Q16. What is the category to be selected while applying for short term temporary connection/long term temporary connection?**

**Ans.** Non-Domestic-commercial category customers can be selected for short term/long term temporary connections.

**Q17. For what purpose and duration, the short term temporary/long term temporary connection can be applied?**

**Ans.**

1. 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 45 days.
2. Long Term Temporary connection can be applied for construction purposes and these meters can be used for more than a year through yearly extension.



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**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
2. By logging into customer login section on our website [www.tatapower-ddl.com](http://www.tatapower-ddl.com)  
(Extension/Disconnection of Temporary connection)
3. Visit Nearest Customer Care Center (Timings – Monday to Friday, 9:30 AM to 5:30 PM and Saturday, 9:30 AM to 1:00)

**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. What are the documents required in case of extension of Long-Term Temporary connection?**

**Ans.** Registered customer ID proof & Undertaking Form are required for LTT extension [Click here](#) to view the format of Undertaking Form.

**Q21. 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 Maximum Demand Indicator in the financial year.

**Q22. 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.

**Q23. 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.

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

**Ans.** To Surrender the Connection, kindly Login on Customer Login option on the website [www.tatapower-ddl.com](http://www.tatapower-ddl.com) 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:**

1. *Cancelled Cheque of merged banks will not be accepted.*
2. *In case of death/ of registered customer, death certificate of RC with NOC from legal heir(s) is also required.*
3. *In case of sale of property ownership proof and valid ID proof in name of new owner is also required.*

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**Q25. When is NOC from Fire Safety Department required?**

**Ans.**

1. In the dwelling units where height is more than 15 (fifteen) meters without still parking.
2. In the dwelling units where height is more than 17.5 meters with still parking, a Fire Clearance certificate should be available with the applicant.

**Q26. 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 visit us at <https://www.tatapower-ddl.com/customer/complaint/streetlightcomplaint.aspx>