

Customer Handbook

Contract Account No (CA Number)



Contents

1	Welcome to TATA Power-DDL Family
3	Know your Meter
8	Know your Bill
11	Payment Convenience
15	Special Services and Provisions
17	Customer Touch Points
18	Customer Care Centres
19	Digital Services
22	Consumer Grievance Redressal Mechanism
23	Charges Schedule
25	Safety Tips
26	Energy Conservation Tips
27	Community Development
28	Bill on Whatsapp
30	Note

Disclaimer:

“This document is being published in interest of TATA Power-DDL customers to acquaint them with some basic aspects of supply of electricity like safety, metering & billing. The contents of this handbook are property of TATA Power-DDL and not to be reproduced without prior consent. The handbook and its contents are for instructive purposes only for information to customers. This document or any part thereof shall not be construed as a legal document or be presented in a court of law, forums, and authorities for any purpose whatsoever.”

Welcome to TATA Power-DDL Family

Dear Customer,

We would like to welcome you to TATA Power Delhi Distribution Limited (TATA Power-DDL) family. TATA Power-DDL aims to be a trusted and admired provider of safe and reliable power.

At TATA Power-DDL, we believe that “you” are at the core of our business and we work tirelessly to deliver excellence in customer experience by continuously improving our processes.

As a part of our constant endeavour to provide best-in-class service to our customers, we bring you this “Customer Handbook” to share some guiding information as a ready reckoner.

Please go through the handbook to familiarize yourself with our operations and services. For any further information, you may log on to our website (www.tatapower-ddl.com) or download our mobile app (TATA Power-DDL Connect). You may also call us with your queries & suggestions at our 24 x 7 Toll Free Sampark Kendra / Call Centre (19124) / write to us at customercare@tatapower-ddl.com or visit your nearest [Customer Care Centre](#).

Looking forward to a long term relationship with you.

Head - Customer Services, KCG & MMG
TATA Power-DDL

About TATA Power-DDL :

Tata Power Delhi Distribution Limited [TATA Power-DDL] is a joint venture between Tata Power and the Government of NCT of Delhi with the majority stake being held by Tata Power Company (51%).

Tata Power-DDL is acknowledged for its consumer-friendly practices in India and Globally. Since privatization, the Aggregate Technical & Commercial (AT&C) losses in Tata Power-DDL area have shown a record decline of over 85% from an opening loss level of 53% in July 2002.

To ensure reliable power supply and to provide 'best in class' services to its consumers, Tata Power-DDL has implemented several world-class technologies such as Advance Distribution Management System (ADMS) which provides real-time integration of Call Centre, Outage Management, Field Force Automation, Smart Meeting. All these have resulted in quicker and error free services to consumers.

Tata Power-DDL is the first Indian utility to be a member of Global Intelligent Utility Network Coalition (GIUNC), through which it ensures sharing and adoption of Innovative Technologies to simplify the processes to benefit consumers.

Tata Power-DDL provides various facilities and digital services to its consumers for their ease and convenience such as 24X7 Integrated Helpline, Mobile Application for both iOS and Android users, Bilingual Website, Multiple Payment Avenues, Online services for various requests including New Connections etc.

Tata Power-DDL has a vision to become a Single Stop Solution for all the emerging needs and provide a bouquet of services to its consumers, thereby coming up with new services like Smart Meter, Home Automation, Roof Top Solar, Battery Energy Storage System, EV Charging Solutions etc.

In our constant endeavour to provide the best in class services to our consumers, we are sharing some critical information in the form of handbook. We hope it will be of great help to you while dealing and interacting with us in the future and getting the best of our services.

Know Your Meter

Key indicators in the Meter

1. LCD Display Parameters*
2. Phase LED: If Green Colour LED is ON, this shows that Meter is energized.
3. Calibration (CAL) LED: This LED blinks according to the meter constant and running load i.e. the LED blinks quicker when the consumption / load running is more.
4. Earth Leakage (ELT) LED: If this LED is ON or the display parameters indicate \perp sign, this represents leakage within the customer's internal wiring.
5. Current Reverse (REV): If the display parameter indicates \curvearrowright or --- signs, this represents the neutral mixing within the customer's internal wiring.





* LCD Display Parameter/ Symbol	Meaning
KWH	Current Meter Reading in Kilowatt Hour
MD KW	Current Month Maximum Demand in Kilowatt
MD KW A b c d	Last 3 Months Maximum Demand recorded by the Meter
A ph	Instantaneous Phase Current
V	Instantaneous Voltage

IMPORTANT:

Please check the REV / ELT LED status before registering Meter Fast or Meter Testing complaint. In case of REV / ELT LED found glowing OR respective signage being observed on display, it is advised to get the internal wiring checked and rectified from a qualified electrician, otherwise the same may result in wrong recording of the consumption by the meter duly payable by customer. (Refer page 24)



1. LCD Display

2. Phase LED GREEN- ON

3. Calibration (CAL) LED (RED)

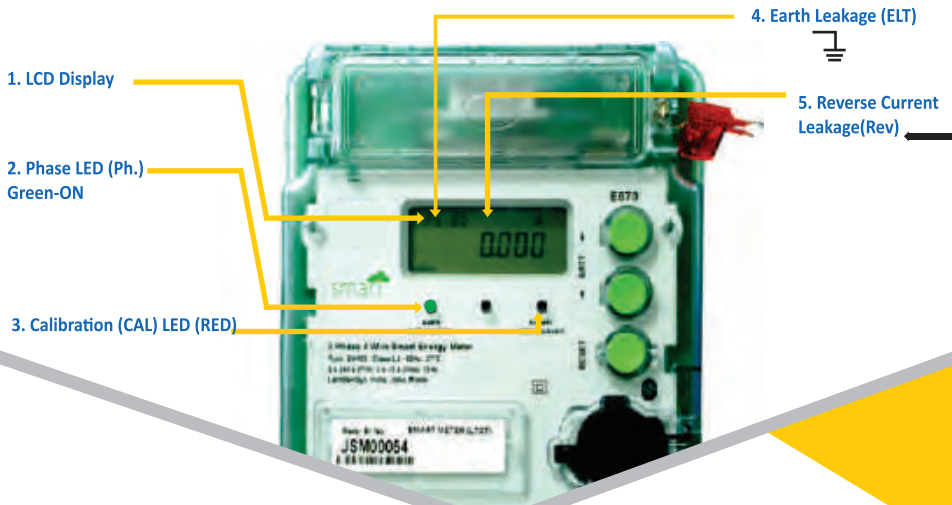
4. Earth Leakage (ELT) 

5. Reverse Current Leakage (REV) 

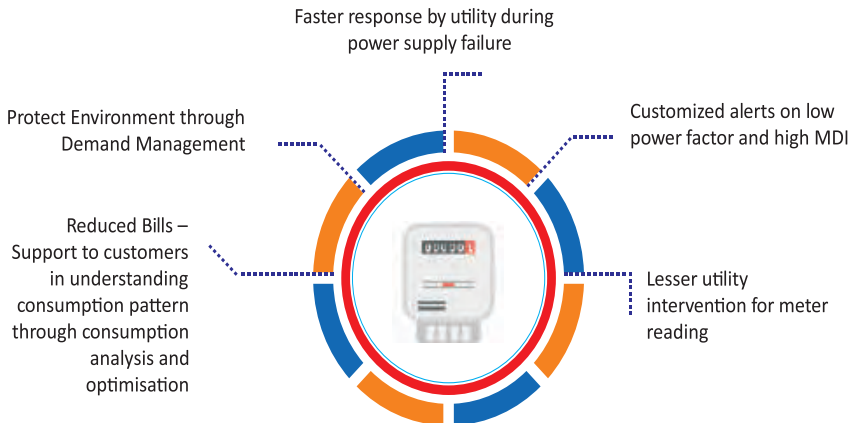
What is Smart Meter?

Smart Meter is a next generation meter that records energy consumption and provides information about your electricity consumption.

Key indicators in the Smart Meter:



Benefits to Customers:



What is Maximum Demand?

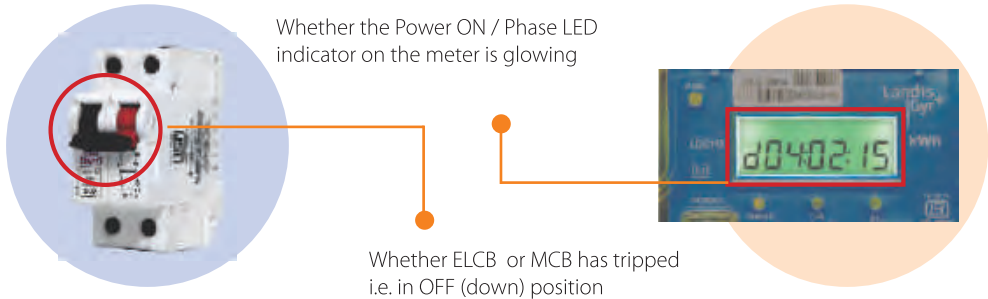
Maximum Demand represents the highest of the average load measured in kVA or KW at the point of supply during a consecutive period of 30 minutes, during the billing month and is represented as MDI on the Electricity Bill.

Other Meter related information

- The responsibility of keeping the meter under safe custody shall lie with the customer.
- The meter is to be installed at suitable location having adequate space for ready access to TATA Power-DDL Officials or its representatives (carrying valid Identity Card).
- Installation of ELCB (Earth Leakage Circuit Breaker) has been made mandatory for customers of sanctioned load of 2kw and above as per the DERC (Supply Code and Performance Standards) Regulation, 2017.
- Maintain an independent Phase and Neutral wire for each metered connection. This will also safeguard your appliance/equipment from damage due to voltage spurt.
- In case of any dispute in accuracy of the meter, customer can have the meter tested after paying the prescribed fee (Refer page 24).
- The customer, if so desires, may procure a meter conforming to the specifications issued by TATA Power-DDL and the same shall be tested, sealed and installed by TATA Power-DDL.
- Do not try to tamper with the meter, meter cover and sealing arrangement.
- The customer shall promptly notify to TATA Power-DDL about any fault, accident or problem noticed with the meter.

No Power

Check the following, before registering No Power Supply complaint.



In above scenarios, please call your local electrician to check and rectify your internal wiring. TATA Power-DDL Fault Repair team is only authorized to attend **'No Power Supply'** complaints caused by faults in the electricity distribution network up to the meter.

Check for the current and scheduled power outage for the next 2 days on our website by entering your CA No.



To register complaint about 'No Power Supply', following options can be used:

- Website (www.tatapower-ddl.com)
- Mobile App (TATA Power-DDL Connect)
- 24x7 Toll Free Sampark Kendra Number (19124)



TATA POWER-DDL

Know Your Bill

with you *Non-Stop*



TATA POWER-DDL
TATA POWER DELHI DISTRIBUTION LIMITED
A Tata Power and Delhi Government Joint Venture

Bill Number: **19124**
www.tatapower-ddl.com

Bill of Supply for Electricity

Name: XXXXXXXXXX

Sectioned Load (KW/KVA) : 1.00
Contract Demand

CA No. 1603002008

Registration Date: 26/03/2008

Security Deposit: 350.00

SLD Charges: 300.00

Connection Type: PERMANENT

Tariff Category: JJ Chukra

Bill Basis: Actual(KWH)

Bill Remark: Bill On Reading

Bill Date: 06/03/2020

Bill No. 13001388756

Billing Address: XXXXXXXXXX

Power Factor

District: MANGOLPUR

District

Zone: Mangolpur

Zone

MRU No. MPO0033

MRU No.

Walking Sequence: SC63080002.07

Walking Sequence

Pole/Pillar No. 515-6/G/M

Pole/Pillar No.

Mobile/Cell No.

E-mail

ECSEBP

Unit	Current Meter Detail		Removed Meter Detail		Unit Cost/Unit (₹)	Usage Cost/Unit (₹)
	Current Reading (A)	Previous Reading (B)	Removed Reading (C)	Previous Reading (D)		
19124	547520	5201302			₹1.00	₹547.52
19124	547520	5201302			₹1.00	₹547.52



Due Date: **26 MAR 2020**
Amount Payable: **Rs. 10.00**

Step 1



Important Message

Make your cheque/D.D payable to Tata Power Delhi Distribution Limited, CA No. 6003004-166. Please mention full name and phone number of drawer of the cheque while making payment through cheque. Cheques should be for payee payable at Delhi and not post dated interest account for FY 2015-2019 already advised in bill no. 1300076940. Generated for the period 31.03.2019 to 30.03.2020 for Rs. 29.59. TD9 deducted Rs. 0.00. Last payment of Rs. 520.00 received on 26-JAN-2020.

Your Current M.U. has exceeded the sanctioned load (SL). Kindly note as per DERC Order the highest of average of M.U. readings recorded as per billing cycle covering any four consecutive months during the financial year in terms of Rs. 210.00 will be applied to review the SL in next FY. In case of delay in redressal of Reading/Billing/ Metering complaints meet Customer Service Manager, Unit of TPDDL, Customer Care Centre Mangolpur Industrial Area Phase-I, Mangolpur Delhi - 1603082632. * SLD Charges are Non-Refundable Service Use cost Development Charges, in case of any variation in these charges, please contact unit District Customer Care Centre. IPMAG will be applied @ 4.80% for the period from 01.02.20 to 30.03.20 on professional fees for further instructions from DERC. As per DERC order no. P. 11/1725/DERC/2019/20CF/5891 dt. 01.02.20, Differential PPAC will be Nearest Payment Centers.

(1) TPDDL Payment Centre/ATM, Mangolpur Industrial Area, Ph-I, Delhi.

Work at home when the meter reader visits. Be Wiser! Send us your feedback along with photographs on WhatsApp. 96675 58009 for any information or query contact us on 1124 Toll free number. We are always available.

Consumption History / Payment History

Billing Period	Days	Units	Total Amt Payable(₹)	Bill Basis	Month	Payment
31/12/19-30/01/20	31	191	191.00	Actual	JAN-20	630.00
29/11/19-30/12/19	32	160	160.00	Actual	NOV-19	5081.00
29/10/19-29/11/19	30	150	150.00	Actual	SEP-19	6060.00
28/09/19-29/10/19	31	275	275.00	Actual	JUN-19	1820.00
28/08/19-29/09/19	31	240	240.00	Actual	MAR-19	1400.00
28/07/19-29/08/19	32	200	200.00	Actual	JAN-19	4120.00

On or Amount Paid, or Total Amount Payable

Date of Bill of Electricity: 06/03/2020

Net Current Demand	Subsidy	Amount (Included in Total Amount Payable)	Previous refund	Adjustments	UPC	Total Amount Payable
892.75	892.75	0.00	0.00	0.00	7.21	12.00

Step 10 Step 11 Step 12

Current Demand Details / बिजली चुकाने का विवरण (Amount in ₹)

Bill Period: 31/01/2020 to 30/03/2020
Days: 34 Months: 1.1613

Step 2

Fixed Charges: 23.23
1.00:20.00 1.1613:23.23

Step 3

Energy Charges: 708.00
Units: 533 Rate(₹/U): 1.33 Amount(₹): 708.00 Type: 0.00

Step 4

Total: 708.00

Power Purchase Cost Adj. Charge (PPAC)

PPAC On Fixed Charges: 1.06
PPAC On Energy Charges: 31.87
Differential PPAC On Fixed Charges: 0.07
Differential PPAC On Energy Charges: 2.30

Step 5

Burcharge: 1.86
On Fixed Charge @5%: 1.86
On Energy Charges @0%: 0.00

Step 6

Pension Trust Surcharge: 26.91
On Fixed Charge: 26.91
On Energy charge: 0.00

Step 7

Electricity Tax @5% (on #): 39.94
Tax Category: Domestic

Step 8

Total: 892.75

Step 9

Step 13 Step 14 Step 15 Step 16

In case of having difficulty in getting connected to 1124 or in raising your queries, Email, kindly email 1860-205-9124 or 1124 on your mobile or visit our website at www.tatapower-ddl.com or visit our office at Mangolpur Industrial Area Phase-I, Delhi. For any information or query contact us on 1124 Toll free number. We are always available.



Know your Bill Calculation Sample Illustration for Domestic Connection Tariff applicable w.e.f 01.08.2019 as per DERC (For details may visit www.derc.gov.in)								
Your key billing parameters / attributes			Domestic Rate Category				Others (Agricultural / Industrial / Non Domestic)	
Step 1	Calculation of units consumed Basis: It is derived on the basis of difference of current & previous meter reading & further multiplied by the applicable multiplying factor of your meter.	Current Reading	Date	Previous Reading	Date	MF	Units Consumed	
		A		B		C	(A-B)x C	
		33404	02.11.19	33095	29.09.19	1	309	
Step 2	Calculation of bill period (Slab) Bill period (Slab) is calculated for the purpose of fixed charge calculation and bifurcation of units in case of block / tariff / category change. It is derived from the difference of Current & Previous Reading dates.	Slab Calculation						
		Bill Period: 30.09.2019 to 02.11.2019						
			Month	September	October	November	Total	
		A	Days in use	1	31	2		
		B	Days in month	30	31	30		
	Slab (A/B)	0.0333	1	0.0667	1.1			
Step 3	Calculation of Fixed Charges Fixed Charges are the fixed amount charged for billing period according to the load, applicable rate and slab.	Sanctioned Load / Rate (₹ Per kW / Month)					Fixed Charge (FC) = Sanctioned Load x Rate x Slab Where MDI exceeds SL:- 30% Surcharge on Fixed Charge is levied ((MDI-SL)xRatexSlab)x30%	
		Upto 2 kW	>2 kW and ≤ 5 kW	> 5 kW and ≤ 15 kW	> 15 kW and ≤ 25kW	> 25 kW		
		₹ 20.00	₹ 50.00	₹ 100.00	₹ 200.00	₹ 250.00		
Fixed Charges = Sanctioned load x Rate x Slab e.g. 2 x 20 x 1.1 = ₹ 44								
Step 4	Calculation of Energy Charges Energy Charges are calculated based on the block price applicable for units consumed in the billing period	Block details for units consumed = 309 and Slab = 1.1 month						
		Applicable block		For consumption upto 200 units / month	For consumption upto 201-400 units / month	For consumption upto 401-800 units / month	For consumption upto 801-1200 units / month	For consumption >1200 units / month
		Units as per Block		200	Next 200	Next 400	Next 400	Balance units
		Applicable tariff	A	3.00	4.50	6.50	7.00	8.00
		Applicable units allowed		Block*Slab	Block*Slab	Block*Slab	Block*Slab	Block*Slab
		Applicable units derived as per slab (Block*Slab)	B	220	89	0	0	0
		Energy Charges	AxB	660.00	400.50	0.00	0.00	0.00
Total				1060.50				
Step 5	Calculation of Power Purchase Adjustment Cost (PPAC) The price of the power purchased by TPDDL from generating stations varies from month to month. TPDDL has to make payment immediately and these charges are almost 70% to 80% of total cost of supply, to be recovered from customers. Accordingly, the variation in power purchase price as compared to base price considered in last tariff schedule, is decided by DERC, on quarterly basis to be adjusted in bill.	PPAC is levied on Energy charges as per DERC Regulation					PPAC on Energy Charge = Applicable Energy Charge x Rate PPAC on Fixed Charge (FC) = (FC x Rate)	
		PPAC on Energy Charge = Applicable energy charge X Rate						
		PPAC on Fixed Charges = Applicable energy charges X Rate						
Step 6	Calculation of Surcharge (for meeting carrying cost of the revenue gap till FY 2010-11 and liquidation of revenue gap surcharge @ 8% on fixed and energy charges has been levied towards recovery of past accumulated deficit by DERC)	Energy Charges = ₹ 1060.50 (Refer to Step 4) Surcharge Rate = 8% on Energy Charges Surcharge on Energy Charges = ₹ 1060.50 x 8% = ₹ 84.84 Fixed Charge = Rs 44 (Refer to Step 3) Surcharge Rate = 8% on Fixed Charges Surcharge on Fixed Charge = ₹ 44 x 8% = ₹ 3.52					Surcharge on Energy Charge = Energy Charge x Rate Surcharge on Fixed Charges = (Fixed Charges x 8%)	
		Energy Charges = ₹ 1060.50 (Refer to Step 4) Pension Trust Surcharge Rate = 3.8 % on Energy Charges Pension Trust Surcharge on Energy Charges = ₹ 1060.50 x 3.8 % = ₹ 40.30 Fixed Charge = ₹ 44 (Refer to Step 3) Pension Trust Surcharge Rate = 3.8 % on Fixed Charges Pension Trust Surcharge on Fixed Charge = ₹ 44 x 3.8 % = ₹ 1.67					PTS on Energy Charge = Applicable Energy Charge x Rate PTS on Fixed Charge (FC) = (FC x 3.8 %)	
		Charges relevant for E.Tax Calculation: Energy Charge = ₹ 1060.50 (Refer to Step 4) PPAC on Energy Charge = ₹ 122.49 (Refer to Step 5) 8% Surcharge on Energy Charge = ₹ 84.84 (Refer to Step 6) E.Tax = (1060.50 + 122.49 + 84.84) x 5% = ₹ 63.39					Same	
Step 9	What is the basis of calculation of current demand amount?	Net Current Demand = Fixed Charges + Energy Charges + PPAC + 8% Surcharge + 3.8% Pension Trust Surcharge + E.Tax on (Energy Charges + 8% Surcharges) etc.					Same	
		Net Current Demand = ₹ 1425.79						
Step 10	Net Current Demand	As mentioned above.					₹ 1425.79	
Step 11	Subsidy	Allowed as per notification released from Govt. of Delhi if applicable for the Current FY.					₹ -880.00	
Step 12	Arrears (Energy/Non Energy)	Arrears reflected are previous billed current demand +/- adjustment remained unpaid and payable immediately.					₹ 5.27	
Step 13	Provisional refund	Refund constitutes previous billed provisional amount now adjusted in current bill.					₹ 0.00	
Step 14	Adjustments	These are charges debited / credited in this bill due to bill revision / adjustment done - details as mentioned in Annexure.					₹ 0.00	
Step 15	LPSC	Late payment surcharge is levied on amount remained unpaid from relevant due date till the date of payment.					₹ 0.70	
Step 16	Total Amount Payable	Total of Arrears / Refund / Current Demand / Subsidy & LPSC.					₹ 551.76	

Other Billing Related Information

Bill Components:

- **Units Consumed** : Current Reading-Previous Reading
- **Fixed Charges** : Sanctioned Load x Slab x Applicable Charges
- **Energy Charges** : Units Consumed x Applicable Tariff
- **Other Charges / Rebate** : (as applicable from time to time) :
 - Power Purchase Adjustment Charges (PPAC), applicable on Fixed and Energy Charges
 - Surcharge, applicable on Fixed and Energy Charges
 - Electricity Tax, applicable on Energy Charges
 - Subsidy, as notified by Govt. of NCT Delhi
 - Late Payment Surcharge, in case of payment default @18% per annum for the period of default
 - Pension Trust Surcharge applicable on Fixed and Energy Charges.

Provisional Bill :

In case, for any reason, meter is not read/ recorded during a billing cycle, a provisional bill based on the consumption during the corresponding period in the previous year when readings were taken shall be issued. If the consumption during the corresponding period in the previous year is not available, an average consumption of preceding three billing cycles or the lesser period when readings were taken shall be used to issue the provisional bill.

Assessment Bill :

An assessment bill shall be raised for the period for which the defective/burnt meter remained on site on the basis of actual average consumption recorded during the corresponding period in the preceding year, excluding provisional bill.

In case the actual consumption recorded during the corresponding period in the preceding year is not available / partially available, the actual average consumption of past 6 (six) billing cycles immediately preceding the date of meter being reported defective, excluding the provisional billing, shall be used for billing purpose.

Provided further that if the actual average consumption of past 6 (six) months is either not available or partially available, the average consumption for the next 3 (three) billing cycles excluding provisional billing after the installation of new meter shall be used for billing purpose.



Payment Conveniences

For Customer's convenience, over the years, TATA Power-DDL has introduced various payment facilities. A snapshot of payment facilities is shown in the table below :

Payment Channels	Mode of Payment								Types of Bill Accepted
	Cash	Cheque / DD	Credit / Debit card	Net Banking	Prepaid/ Cash Card / Wallets	UPI	RTGS/ NEFT/ IMPS	NACH/ EBPP/ SI	
Tata Power-DDL Collection Counters	✓	✓	✓						All
Any Time Payment Machine (ATPM)	✓	✓	✓						All (including Prepaid*)
Drop Boxes - Axis Bank & ATM		✓							Energy
YES Bank Branches	✓	✓							Energy / Theft/ Theft Installment
Online Payment Website ' www.tatapower-ddl.com ' and Mobile App 'TATA Power-DDL Connect'			✓	✓	✓	✓			Energy / Energy Installment / Demand Note / Theft/ Theft Installment
Mobile Wallets (Paytm, PhonePe, Amazon Pay, Google Pay, Airtel Money, Free-charge, Mobikwik etc.)/ ITZ Cash (E-bix)/ Oxicach.			✓	✓	✓	✓			Energy
NACH/ EBPP/ SI								✓	Energy
NEFT/RTGS / IMPS - Citi Bank and HDFC Bank							✓		Energy
UPI (QR Code on bill or VPA)						✓			Energy
Bharat Bill Payment System (BBPS)			✓	✓	✓	✓			Energy

*at Selected ATPMs. For more details, visit our website 'www.tatapower-ddl.com'



- To know more about the locations / timings of physical outlets or to know the payment limit, if any, please visit www.tatapower-ddl.com (Home > Pay Your Bill > Mode of Bill Payment > Select Payment Avenues or Mobile App (TATA Power-DDL Connect).
- All types of Credit/Debit Cards viz Master/Visa/Diners are acceptable for bill payment at physical outlets except Diners Cards that are accepted only on our website.
- No processing fees/charges shall be charged by TATA Power-DDL for payment made up to a limit of Rs 5000/- through Debit/Credit Card. For payments above Rs 5000/-, the processing fees/charges shall be debited directly by the Issuer Bank / Payment Gateway etc. from the customer.
- Make your cheque/Demand Draft (pay order) payable at Delhi in favour of "TATA Power Delhi Distribution Ltd CA No XXXXXXXXXXXX or TPDDL CA No. XXXXXXXXXXXX. The Cheque should not be post-dated and should be account payee and payable at Delhi.



- In case payment is not made within the due date, late payment surcharge would be charged @ 18% per annum from the due date to the date of payment.
- TATA Power-DDL accepts various mobile wallet options through which bill payments can be made. To know the wallet service providers list, please visit www.tatapower-ddl.com
- TATA Power-DDL also accepts payment through NEFT/RTGS which is widely known as electronic funds transfer system to move funds from any bank branch to any other bank branch across the country. To know the NEFT/RTGS payment authorization details, please visit www.tatapower-ddl.com

NEFT /RTGS Payment Authorization :

Beneficiary Name : TATA Power Delhi Distribution Limited

Beneficiary Bank: HDFC BANK LTD

Bank Branch : Sandoz Branch, Mumbai

Account Type: Current

Bank Account Number:

TPDDLXXXXXXXXXXXX

(Where XXXXXXXXXXXX denotes your 11 digit CA number)

IFSC Code (11 digit) : HDFC0000240



Payment Related Important Instructions

- Cash payment can be done ONLY up to Rs. 4,000/- for Energy Bill, Energy Installment, Theft bill etc. All payments above Rs. 4000/- are to be made through Cheque OR Demand Draft (Pay Order) OR Electronic modes like online banking/ Credit or Debit cards and upto Rs. 50,000 through designated bank branches For more info, visit www.tatapower-ddl.com
- In case of two instances of Cheque dishonour/bounce within a period of past 1 year, future payments (for next six months) shall be accepted only through modes other than Cash & Cheque. Additionally, Rs. 200/- (along with applicable GST) will be charged as handling charges for each Cheque Bounce/Dishonour instance.
- Demand note (other than normal bill charges) payments where security deposit amount is more or equal to Rs. 20,000/- (including existing/already deposited security deposit) can be paid only through Cheque/DD/ Online payment modes, as applicable.
- Online payment shall be reflected in your account within 4 hours of payment. For any failed/unsuccessful transactions and before initiating repayment, we recommend to first confirm the last payment status from the respective Bank/Card Issuer.

Path: Home> Pay Your Bill





- There is no payment limit for making payment through Net Banking option. No processing fees/charges shall be collected by Payment Gateway/Bank etc. on such payment.
- For ease of customers, details of nearest payment centers are also reflected on the Bill. Customer can also locate the nearest payment center with help of area PIN on our website (www.tatapower-ddl.com)

Path: Home > Customers > Bill Payment > Locate Nearest Payment Centre



Special Services and Provisions

Not in Use

- Customer to inform about inaccessibility of the meter due to continued absence from residence.
- No notice/provisional bill shall be sent during the said period provided the fixed charges for such period are paid in advance.

Special Reading

- Special reading based (up to date bill) can be requested by the customer and the charges, as prescribed, shall be included in the next bill of the customer.

Billing Complaint

- Register a complaint, pay the amount based on average consumption of last three consecutive undisputed bills, till the complaint on the bill is resolved.

Load Revision

- As per prevailing norms revision of sanctioned load/contract demand shall be based on the highest of average of Maximum Demand readings recorded as per billing cycle covering any four consecutive calendar months in the previous financial year, rounded off to the lower integer.
- Example : The entire (previous) financial year shall be divided into 9 blocks covering four consecutive months i.e. Apr-Jul / May-Aug / Jun-Sep and likewise. Average MDI will be computed for each block, based on the bills generated in the respective blocks, and the highest MDI was among the 9 blocks shall be considered for upward or downward

revision of the sanction load/contract demand. Please note downward revision will be done for domestic consumers only.

- If the load is enhanced under load violation, the request for any load reduction shall be entertained only after expiry of six months from the date of enhancement of load.
- In case of upward revision of sanctioned load or contract demand of consumer, the consumer shall be liable to pay the additional security deposit corresponding to additional load at prevailing rates of security deposit on the date of enhancement. In case service line is required to be changed, the differential service line cum development charges shall be payable by the consumer for additional load based on the prevailing rates.

Load Reduction

- Load reduction request shall be accepted only after 6 (six) months from original energisation for connections up to 100 KW, and 1 (one) year from original energisation for connections above 100 KW. Subsequent application for load reduction shall be accepted once in six-months or after lock-in period of 6 (six) months, limited to the highest of average of any 4 (four) consecutive months maximum demand readings of last 12 (twelve) months.

Domestic Tariff for Professionals

- Applicable for Doctor, Psychologist, Physiotherapist, Lawyer, Architect, Chartered Accountant, Company Secretary, Cost & Works Accountant etc. (professional work in the nature of consultancy).

- Area permissible is limited to any one floor only and should be less than 50% of the permissible or sanctioned FAR whichever is less on that plot or dwelling unit.

Reconnection

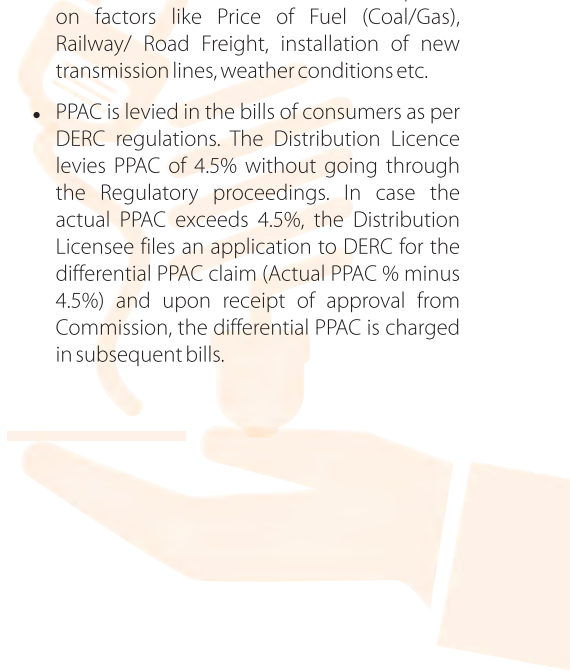
- Disconnection notice is served to customers who default the payment of dues, giving fifteen clear days to pay the dues. Thereafter, electricity supply may get disconnected on expiry of the said notice period.
- During the period of temporary disconnection, the consumer shall be liable to pay the fixed charges to TATA Powder-DDL.
- In case of a permanent disconnection, reconnection shall be made on payment of past dues and all applicable charges, if any, and completion of formalities as required for a new connection.
- In case it is observed that the electricity supply to disconnected premise/portion has been restored through another live connection, dues of disconnected connection may get transferred to live connection and non payment of such transferred dues may result in disconnection of electricity supply.

No Dues Certificate

- Please ensure "No dues certificate on the premise" is obtained from TATA Power-DDL against the property prior to sale / purchase, to avoid any inconvenience in future.

Power Purchase Adjustment Charges (PPAC) :

- Tata Power-DDL procures power from sources approved by Delhi Electricity Regulatory Commission (DERC) and supplies power to consumers at retail tariffs determined by DERC. Most of the power is sourced from NTPC stations and Delhi Genco (IPGCL & PPCL stations). Power Purchase Cost accounts for about 80% of the total cost incurred by Tata Power-DDL. Most of these costs are paid by Tata Power-DDL to NTPC, Delhi Gencos, Delhi Transco Limited and Power Grid Corporation of India Limited.
- Power Purchase Cost is uncontrollable in nature and is volatile making it difficult to accurately estimate power purchase costs at the time of annual tariff fixation. It is beyond the control of Tata Power-DDL and depends on factors like Price of Fuel (Coal/Gas), Railway/ Road Freight, installation of new transmission lines, weather conditions etc.
- PPAC is levied in the bills of consumers as per DERC regulations. The Distribution Licence levies PPAC of 4.5% without going through the Regulatory proceedings. In case the actual PPAC exceeds 4.5%, the Distribution Licensee files an application to DERC for the differential PPAC claim (Actual PPAC % minus 4.5%) and upon receipt of approval from Commission, the differential PPAC is charged in subsequent bills.



Source : Delhi Electricity Supply Code and Performance Standards Regulations, 2017

Customer Touch Points



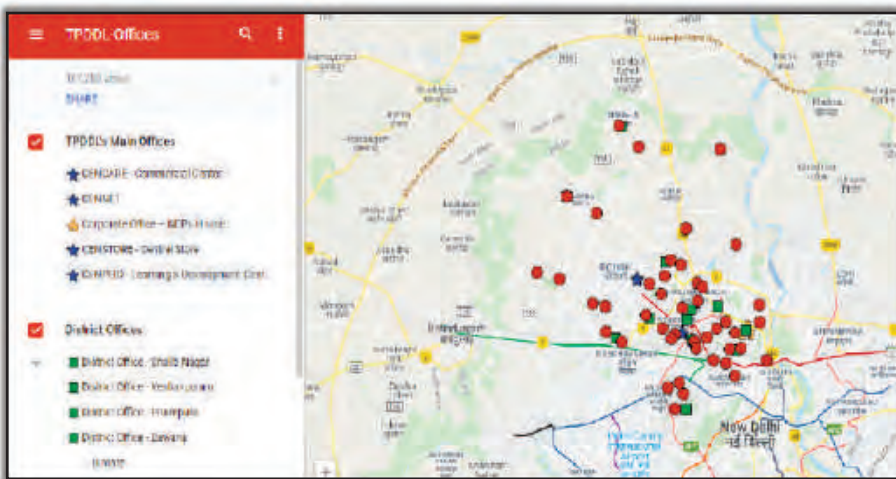
Use our 24 Hrs Toll Free SAMPARK Kendra at (19124) for Registration of all types of Requests and Complaints

- No Supply
- Fire and Safety
- New Connection and Attribute Change
- Billing, Metering & Reading request
- Status of registered request
- Street Light
- Theft, Harassment and Ethics
- Verification of TATA Power-DDL Employees

You can also contact any of the following touch points :

- Log into Website : www.tatapower-ddl.com
- Use the Mobile App : TATA Power-DDL Connect
- Email : customercare@tatapower-ddl.com
- District Customer Care Centers
- Webchat
- Pull SMS

For your convenience, the locations of various offices and payment centers have also been mapped on our website.



Customer Care Centres

Location	Address
Moti Nagar	District Office Building, Inder Puri, Behind Pusa Institute, Delhi
Kirari	District Office Building, Sec-22, Pkt-1, Rohini, Opp. Laxhi Ram Park, Nr. Rg. 22 Grid Delhi
Model Town	District Office Building, Gopal Nagar, Near Azadpur Flyover, Delhi
Civil lines	District Office Building, Hudson Lines, Civil Line, Delhi
Keshav Puram	District Office Building, Near Laxmi Bai College, Phase - 3, Ashok Vihar, Delhi
Mangolpuri	District Office Building, Mangolpuri Industrial Area Phase-1, Mangolpuri, Delhi
Pitampura	District Office Building, GP-6 Block, Pitampura, Delhi
Rohini	District Office Building, Sector-3, Shakti Deep Building, Rohini, Delhi
Shalimar Bagh	District Office Building, 33 Kv Grid Sub Station, Near Jaspal Kaur Public School, Shalimar Bagh, Delhi
Dheerpur	TATA Power-DDL Office, 66/11 KV Grid Sub-Station Dheerpur, Outer Ring Road, Nirankari Park, Near Dheerpur CV Raman (ITI)
Badli	District Office Building, DSIDC Gate No-5, Badli Ind. Area, Near MTNL Office, Delhi
Narela	District Office Building, Bawana Road, Near Fire Brigade Office, Narela, Delhi
Bawana	District Office Building, Main Road Bawana, Near Aditi Girls College, Bawana, Delhi



Note :

Our Customer Care Centres are

open Monday to Friday from 9:30 AM to 5:30 PM
and on Saturdays from 9:30 AM to 1:00 PM

For more details visit our website
(www.tatapower-ddl.com)

Digital Services

(www.tatapower-ddl.com)

New Electricity Connection just a click away

- Online facility provided for registration of new electricity connection and submission of documents
- New Connection Demand Note payment through online channels.
- Customers can also view the New Connection Request status online.

Path: Homepage > Apply for New Connection

Web Chat

To further enhance customer delight with service offerings through online channels, TATA Power-DDL has started Web Chat facility for customers through our website www.tatapower-ddl.com. Customers can reach us by clicking 'Live Help' tab on the Home page.



Saral

TATA Power-DDL has special connect for its customers - 'SARAL' to share Feedback/ Suggestion/Complaint with the Head-Customer Services & KCG @ 8130940404 on every Wednesday between 11:00 am to 12:00 noon, except public holidays.

Tata Power-DDL
*launches a special connect
for its customers*

SARAL - Talk to Head - Customer Services & Key Consumer Group
8130940404*
(For Feedback / Suggestion / Any other matter)

On every Wednesday from 11:00 am to 12:00 noon except public holidays

*Conditions apply. Connectivity is subject to availability of line and the service shall be on first come first served basis.



Services at a Click

Access TATA Power-DDL Connect on mobile app for following options:

- Apply New Connection
- Self - Meter Reading Option
- Online Prepaid Coupon
- View New Connections/Attribute change request status
- Registration of Contract Account against phone number
- Account Details : Billing / Reading / Payment History
- Bill Payment & Confirmation Receipt
- Power Outage Information
- No Current complaint registration
- Register Street Light complaint
- Register Wrong Reading complaint
- Locate TATA Power-DDL's nearest payment collection center
- Employee verification with photograph
- Request for E-Bill/Adding Email Id against Contract Account
- Report Un-safe situations (Safety Issues) to TATA Power-DDL
- Theft Information
- Feedback for Mobile App
- Energy Conservation Tips

SMS Service (Pull)

Send SMS to 56070 for following requests

Request	SMS Code*
No Supply Complaint	TPDDL NCC XXXXXXXXXXXX
Power Outage Details	TPDDL OI XXXXXXXXXXXX
New Meter Connection	TPDDL <NEW>
Current Bill Details	TPDDL CBL XXXXXXXXXXXX
Last 5 Bill Details	TPDDL BL XXXXXXXXXXXX
Last 5 Payment Details	TPDDL PMNT XXXXXXXXXXXX
Fire Emergency	TPDDL EMGXXXXXXXXXX
Unhappy	TPDDL UNHAPPY XXXXXXXXXXXX
Stop Paper Bill	TPDDL SPB XXXXXXXXXXXX

XXXXXXXXXXXX: denotes your 11 digit CA Number

*charges apply

Register on our website to access

- Billing History
- Payment History
- Consumption Pattern
- Register request and complaints etc.
- Update your contact details

Be a GREEN Customer, Prevent in Climate Change

- Avail option for receiving E-Bills / Opt for Stop Paper Bill
- Pay online through our website
- Register for NACH



TATA POWER-DDL

Facing No Power Supply issue?

Don't worry!

Just give us a missed call through your registered mobile number on

96196 19124

and report the complaint / issue instantly.
100% convenience and no waiting time

For details:



Visit our website
www.tatapower-ddl.com



Call us at 19124 (toll-free)



Roshni

Tata Power-DDL's Corporate Mascot

with you *Now-Scap*

Consumer Grievance Redressal Mechanism

TIER-I (Tata Power-DDL Complaint Escalation & Redressal Structure)

Consumer may contact us at any of the following touch points for registration of the requests like New Connection, Load Enhancement/Reduction, Permanent Disconnection, Reconnection, Meter/Charting change, metering uncalibrated use of Electricity (UUE) etc. and different complaints like Wrong Billing/Reading, Faulty/Short/Slow/Fast Meter, Power Outage/Fluctuation, Non-working of Street Light, Reporting Theft etc.

- 24x7 Sampark Kendra at 19124/180 (2089) 24
- District Customer Care Centres (Mon to Fri) 09:30 AM to 05:30 PM & Sat – 09:30 AM to 1:00 PM
- Online complaint action on TATA Power-DDL Website i.e. www.tatapower-ddl.com
- Email at customercare@tatapower-ddl.com
- Mobile App i.e. **Tata Power-DDL Connect**
- To report Harassment, Unethical Practice, e-mail at wigilance@tatapower-ddl.com

If complaint is not resolved in time or if the consumer is not satisfied with the response / resolution provided, he/she may approach to the below mentioned offices for further redressal/ support, at your convenience. District Customer Care Centre:

Level 1 – Customer Relationship Specialist

Level 2 – Customer Service Manager (CSM) / District Manager (DM)

Level 3 – Circle Head (CH) (prior appointment) through CSM

If still not satisfied with the resolution, one may write to:

Level 4 – Head (Customer Service & Key Customer Group)

- Email: ccog@tatapower-ddl.com

- Post, Customer Complaint Analysis Group (CCAG) of TATA Power-DDL, CONCERN BUILDING, Corporate C-2 Block, Karama Road, Gandhinagar, Delhi – 110035.

- SCS, TPDDL – CHM (MPP) – (Notification Number – and send it to 36070)

TIER-II (Independent Forum – Consumer Grievance Redressal Forum)

If the request is not resolved or if the consumer is not satisfied with the response/resolution provided by the (Tata Power-DDL) approach Consumer Grievance Redressal Forum (CGRF) for services like New Connection, Billing, metering, Power Outage, Load Shedding, Load Enhancement/Reduction, Disconnection/Reconnection of Power Supply, Meter Change, Street Light, Function of Connections, etc.

Consumer Grievance Redressal Forum (CGRF)
Sub-Station Building, Police Colony, Model Town-II, Delhi – 110019.
Tel: 011-27463809, 27466601-02.

Email: cgredressal.forum@tatapower-ddl.com

Note: CGRF shall not entertain a complaint if it pertains to the subject matter for which proceedings are pending before any court. Further, CGRF does not have jurisdiction to adjudicate on matters related to assessment in relation to unauthorized use of electricity, Appeal against the assessment, Theft of Electricity, Power to adjudicate, Compounding of offences, Notice of accidents and inquiries etc. which fall U/s 126,127,135,139,143,152 & 151 of Indian Electricity Act, 2003.

TIER-III (Independent Forum – Electricity Ombudsman)

If not satisfied with the order issued by CGRF, an appeal against CGRF order(s) may be filed with the "Electricity Ombudsman" at the following address:

BSEI, Building No.1, Chak, Sector International Indira

Market Yard, New Delhi – 110057

Tel: 011-26144979

Email: elect_ombudsman@yaho.com

Note:

- In matters related to Unauthorized Use of Electricity (UUE) U/s of Electricity Act (EA), 2003, Customer to prefer an appeal u/s 127 of EA, 2003 before the Additional District Magistrate of the district in the Appellate Authority.

- The jurisdiction to deal matters related to theft of Electricity lies with Special Courts.

IMPORTANT INFORMATION

- The consumer may approach the commission under Section 112 of the Electricity Act, 2003 for non-compliance by the distribution licensee of the procedure specified in Delhi Electricity Supply and Transmission Regulations, 2007 or as ordered from time to time by the state board, under Section 128 related to Unauthorized Use of Electricity and Section 135 related to Theft of Electricity of the Electricity Act, 2003.

- In case of replacement of meter at the consumer's premises, the licensee shall give one week's notice to the consumer. The meter shall be replaced in the presence of the consumer or his authorized representative and the date and time of the replacement shall show in a ready card in the consumer before replacement of meter.

- In case of suspected theft, the Authorized Officer shall forward the additional meter order card to the consumer and in presence of the consumer or his representative, the Authorized Officer shall handover a copy of the estimate memo to the consumer or his representative. The Authorized Officer shall show Photo Identity Card and Meter Card to the consumer.

Charges Schedule

Security Deposit Charges (Refundable)		
1	2	3
S. No.	Tariff Category (As per tariff order)	Amount (Rs. per KW/KVA)
1	Domestic	
	(i) Upto 2 KW	600
	(ii) Above 2 KW upto 5 KW	900
	(iii) Above 5 KW	1200
2	Non-domestic	4500
3	Industrial	4500
4	Agriculture	300
5	Public Lighting	3000
6	Railway, DMRC, DIAL, DJB	3000
7	Mushroom Cultivation	600
8	Advertisement and Hoardings	4500
9	Charging stations for E-Rickshaw/ E-Vehicles	2500
10	Any other category not specified above	To be decided by the Commission

Note: As per the directive of Govt. of India, GST @ 18% will be levied on all Non-Energy charges.

Service Line Cum Development Charges (Non - Refundable)					
(1)	(2)	(3)	(4)	(5)	(6)
Type of Area	S. No.	Sanctioned Load	SLD Amount (Rs.)	Additional Charges	Total Amount
Electrified & Unelectrified Area	(i)	upto 5 KW	3000	a) Actual Road	4+5
	(ii)	More than 5 kW and upto 150 kW	(3000 + 500 per kW or per kVA as the case may be for load beyond 5kW), limited to a maximum of 15,000	Restoration charges for service line	4+5
	(iii)	More than 150kW to 200kW/ 215kVA	15,000 + 400 per kW or per kVA as the case may be for load beyond 150kW	b) GST @18% on Column No. 4 & 5 except Agriculture Connection	4+5




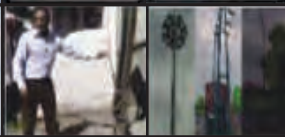


OTHER CHARGES (WHEREVER APPLICABLE)

1	2	3	4	5	6
S. No.	Type	Description	Charges (Rs.)	GST @ 18%	Total Charges (Rs.)
1	Meter Shifting Charges	(i) Single phase connection	500	90	590
		(ii) Three phase connection	1000	180	1180
2	Installation Inspection Fee other than at the time of energising new connection	(i) Upto 5 KW	120	22	142
		(ii) More than 5 KW upto 10 KW	200	36	236
		(iii) More than 10 KW	400	72	472
		(iv) HT Installation	1000	180	1180
3	Special Meter Reading Charges	(i) LT connection	50	9	59
		(ii) HT connection	200	36	236
4	Reconnection Charges	(i) Single phase connection	200	36	236
		(ii) Three phase connection	500	90	590
5	Meter Testing Charges	(i) Single phase	200	36	236
		(ii) Three phase	500	90	590
		(iii) CT meter	1000	180	1180
		(iv) HT meter	4000	720	4720
6	One time non-refundable charges for Temporary Connections	(i) LT Supply	250 per KW or per KVA subject to a maximum of Rs. 25,000/-	GST @ 18% on Column No. 4	4 + 5
		(ii) HT Supply	1000 per KW or per KVA		
7	Dishonored Cheque		200	36	236
8	Non-refundable registration cum processing fee of EHT and HT connections		1000	180	1180
9	Field inspection to be scheduled on a holiday for the Licensee		500	90	590
10	Copy of per Duplicate Bill		20	4	24

Source : Delhi Electricity Schedule of Charges and Procedure Regulations, 2017

SafetyTips



S. No.	Description	Image
1	Maintain a safe distance of min. 1.2M from electrical lines and Do Not Encroach on electrical Network. (Maintain safe distance of balconies or chajja from electrical network).	
2	Do Not construct below the transmission line.	
3	Ensure Use of proper rating ELCB/RCCB for personal safety against electrocution.	
4	Avoid contact and stay away from electrical network components like electrical poles, street light poles, stray wire, transformer fencing etc. during monsoon season.	
5	Do Not touch any open junction box, uninsulated open joints, Fencing of Substation, Iron Poles in parks.	
6	Do Not touch and maintain a safe distance from any electrical cable or pole which has fallen on the ground.	

Energy Conservation Tips



- Always purchase appliances having higher BEE (Bureau of Energy Efficiency) star ratings.
- Always switch off electrical appliances / lights when not in use.
- Use LEDs in place of incandescent lamps and save up to 75% of electricity for same lighting level. Do regular cleaning of the lighting fixtures. Dirty lighting fixtures emit less light.
- Replace conventional regulators with electronic regulators for ceiling fans.
- Install exhaust fans at a higher height / elevation than ceiling fan.
- Avoid frequent opening of refrigerator door and do not keep hot food inside. Allow sufficient space for continuous airflow around refrigerator motor and compressor. Auto defrost refrigerators also consume more electricity.
- Buy air conditioner with auto temperature cut off and set the AC thermostat as high as comfortably possible (preferably 25°C).
- Iron all clothes / linen in one go.

Appliance	Conventional appliance wattage	No. of appliances/ Household	Monthly Consumption (Kwh) Assuming D=8Hrs/ Day	Total Estt. Monthly bill (Rs.)*
Air conditioner 1.5 Tonne Window AC	2364	1	567	2269
Refrigerator (250 Ltrs)	Unit Consumption depends upon the compressor run time			367

Energy Efficient Option	Appliance	Efficient Appliance Wattage	Monthly Consumption (Kwh)	Approx. Monthly Bill (Rs.)*	Monthly Savings per Equipment (Rs.)	% Reduction/ (Savings) in bill
BEE 5 Star rated product	Air Conditioner	1576	378	1513	756	33%
	Refrigerator (250 Ltrs)	-	33	133	233	64%

*For Illustration Purpose only

In case you would like to purchase energy efficient LED Bulbs, Tubelights, Fans or Ac. Kindly visit our Website, Customer Care Center, or Call us at 19124.



TATA POWER-DDL

Our commitment shows in more ways than one



Women Literacy Centers: Imparting computer based functional literacy to the illiterate women residing in JJ Clusters/Resettlement Colonies/Villages through 350 Women Literacy Centers. More than 1,29,000 women have benefited so far.

Vocational Training cum Tutorial Program: Imparting training in various skill generation trades to the underprivileged youth and school dropouts. More than 25,000 youth trained so far. Providing tutorial classes to support supplementary education needs of children from class 1 to 10. More than 10,000 students have benefited so far.

VALUE ADDITION: Under SHG Meet Dhaaga Outlet Started

Meri Paathshala – Actively engaged in working for the unprivileged children of the society in the area of its operations to augment the quality of education. Currently, 10 STCs have been successfully converted into Gyan Loks and are functioning effectively, catering to 400 beneficiaries

Affirmative Action: Providing support in the area of Education, Employment, Entrepreneurship and Employability to the members of the SC/ST communities.

Total 20,000 SC/ST beneficiaries supported till date.

VALUE ADDITION: TCS Employability Training, Polytechnic Training, Mentor-Mentee Program



Health Services: 4 Mobile Dispensaries catering to the day-to-day health issues of JJ Cluster inhabitants. More than 5,00,000 Individuals have benefited so far.

Eye Camp: To cater to the elderly population in the communities, free eye camps in association with a Hospital are being organized, providing eye check-up facilities and catering to 600+ beneficiaries

Potable Drinking RO Water: 71 RO plants have been installed at government institutes, JJ Clusters and Metro Stations till date by catering potable drinking water to more than 3,50,000 people everyday.

VALUE ADDITION: Aarogya, Non-Communicable Diseases Sensitization Sessions



Club Enerji: Sensitizing students of 370 Schools (280 Govt. Schools + 90 Public Schools) regarding Energy Conservation, Safety, Climate Change and other related issues. More than 15,00,000 individuals sensitized so far.

Plantation: More than 2,00,000 saplings have been planted under this drive. Tata Power-DDL has been recognized as one of the Greening Agencies of Department of Forest & Wildlife, GoNCTD.

BD PROJECTS: 6 Initiatives (WLCs, SHGs, VTCs, Eye Camp, Non-formal Education and Club Enerji) are implemented at 2 BD Locations: Lucknow and Ranchi. These initiatives have benefited more than 3900 beneficiaries



For further details please visit our website
www.tatapower-ddl.com

24 HOURS SAMAYIK KENDRA
Hot Line Number
19124






TATA POWER-DDL


CONSENT FORM

For receiving E-bill and important updates online

I do hereby opt for 'Go Green Initiative' of Tata Power-DDL and I am willing to accept electricity bill of my meter through e-bill on following email id and WhatsApp  mobile number registered with Tata Power- DDL.

I hereby agree that no printed bill in hard copy is required by me. In case, there is any change in the following email id and / or mobile number in future, I will intimate the same to Tata Power-DDL for incorporation in their system at the earliest.

CA. NO	
Customer Name	
E-mail ID	
Registered Mobile no.	
Name of the Mobile owner	
Relationship with Registered consumer	
Customer Representative Signature	



Note:

- 1) Please sign this form and submit at nearest Tata Power-DDL District Customer Care Center.
- 2) Also, you can send scanned copy of filled form through e-mail at customercare@tatapower-ddl.com



TATA POWER-DDL

सहमति पत्र

ई-बिल और महत्वपूर्ण अपडेट ऑनलाइन प्राप्त करने के लिए

मैं स्वयं टाटा पावर-डीडीएल के 'गो ग्रीन इनिशिएटिव' का विकल्प चुनता हूँ और मैं टाटा पावर-डीडीएल के साथ अपने रजिस्टर्ड ईमेल आईडी तथा व्हाट्सएप  मोबाइल नंबर पर ई-बिल के माध्यम से अपने मीटर के बिजली बिल को स्वीकार करने को तैयार हूँ।

मैं इस बात से सहमत हूँ कि मुझे हार्ड कॉपी में किसी प्रिंटेड बिल की आवश्यकता नहीं है। यदि भविष्य में निम्नलिखित ईमेल आईडी और / या मोबाइल नंबर में कोई बदलाव होता है, तो मैं जल्द से जल्द उनको सिस्टम में शामिल करने के लिए टाटा पावर-डीडीएल को सूचित करूंगा।

सीए नंबर	
उपभोक्ता का नाम	
ईमेल आईडी	
रजिस्टर्ड मोबाइल नंबर	
मोबाइल के मालिक का नाम	
रजिस्टर्ड उपभोक्ता के साथ संबंध	
उपभोक्ता प्रतिनिधि हस्ताक्षर	

नोट:

1. कृपया इस फॉर्म पर हस्ताक्षर करें और निकटतम टाटा पावर-डीडीएल जिला उपभोक्ता सेवा केंद्र में जमा करें।
2. इसके अलावा, आप customercare@tatapower-ddl.com पर ई-मेल के माध्यम से भरे हुए फॉर्म की स्कैन कॉपी भेज सकते हैं।

टाटा पावर दिल्ली डिस्ट्रिब्यूशन लिमिटेड

टाटा पावर एवं दिल्ली सरकार का संयुक्त उपक्रम





TATA POWER-DDL

TATA POWER DELHI DISTRIBUTION LIMITED

A Tata Power and Delhi Government Joint Venture

NDPL House, Hudson Lines, Kingsway Camp, Delhi – 110009

CIN No. : U40109DL2001PLC111526

www.tatapower-ddl.com

**24X7 TOLL FREE SAMPARK KENDRA
19124**

*In case Toll Free number 19124 is not reachable or calling from outside Delhi, dial : 1800 - 208 - 9124