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FREQUENTLY ASKED QUESTIONS (FAQ'S)

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Chapter 1

New Connection

1. **How to register for a New Connection?**

To register a new connection request, consumer may use following options:

- a. Type “TPDDL NEW” and send to 56161 or
- b. Call at our Help Line at 66111912 / 66404040 or 66404040
- c. Visit nearest District Consumer Care Centre

2. **How to calculate the load to be applied for?**

Sanctioned load means the load in Kilo Watt, which is agreed to be supplied to the consumer. 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.

3. **Which category should a consumer apply for?**

Category Classification is described in [Table 1.1](#) of Annexure I.

4. **What are the documents required?**

Documents required for New Connection are mentioned in [Table 1.2](#) of Annexure I.

5. **What are the charges?**

New Connection Charges are mentioned in [Table 1.3](#) of Annexure I.

6. What is meant by Demand Note?

Demand Note refers to the letter written to the consumers requesting to make payments required (w.r.t. Consumption deposit, Service line charges/estimation charges) for providing the new connection.

7. What is the validity period of a demand note?

Notification Type	Days Printed On DN	
PERMANENT & LTT	15	Subject to change from time to time and may be different for different segments of consumers. Please check the Demand Note and ask the helpline for confirmation.
PERMANENT & LTT(FL)	15	
me/Load/Cat Change	15	
Meter Testing	15	
Load Violation	30	
Reconnection <= 6mth	15	
Short Term Temp	1	
Instant Camp Conn	15	
HT New Connection	7	
me/Cat Change-KCG	7	
Load Change-KCG	7	
Elctrfictn/HT-Shftng	15	
St Light	15	

8. **Why is it essential to verify Electricity dues for property before applying for new connection? How the same may be got checked from TDPPL?**

Electricity dues are attached to the premises and not to the person. The old dues may be in the name of some other persons but it is the responsibility of the existing owner or the user of the premises to keep the premise 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.

In case of any further clarification with regard to specific case, consumer can visit CMG (Connection Management Group), Hearing Cell Keshavpuram from 9:30 am to 12:30 pm from Monday to Friday (Except Public Holidays) or District Consumer Care Center to meet Consumer Relations Officer for video conferencing with concerned group, after fixing an appointment by calling our helpline number 66111912 / 66404040

9. **What are the possible reasons for my application to be rejected?**

An application for new connection may be rejected due to reasons including but not limited to following:

- a. Documents not complete.
- b. Demand Note not paid.
- c. Dues on premises not paid .
- d. Wiring incomplete
- e. ELCB not installed (in case of load more than 5 KW)
- f. Separate dwelling not found (in case of separate connection for floor system)
- g. Electrification pending due to non payment from land owning agencies.

10. What is ELCB and what is its importance?

ELCB (Earth Leakage Circuit Breaker) is a protective device. This simple device detects even small “current to earth” (earth leakage) in one's premises, automatically tripping and disconnecting the electricity supply to the premises/equipment, thus preventing serious mishaps. Another useful benefit of installing an ELCB is that it also detects faulty and intermixing of internal wiring.

11. What is the procedure to get a New street light connection?

TATA POWER-DDL is only responsible for maintaining and supplying electricity to Streetlights. However, the installation of streetlights, being a civic amenity, is the responsibility of local land owning authority. We request our consumers to contact local land owning authority of their area (like MCD, DDA etc.). After consideration of request, a joint inspection of 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 any complaint about functionality of street lights, please contact our helpline 66404444.

12. What is Augmentation? How much time it takes to complete?

Augmentation means improvement/enhancement of the system capacity to be able to cater to growing electricity load requirement. Such augmentation needs capital investment and hence is undertaken, only after requests received for new connections or load enhancement; particularly if the requested load mandates the same. Different types of Augmentation may be required such as:

- Low Tension (LT) Line Extension
- Transformer Capacity Augmentation
- High Tension (11 KV) Line Extension
- Complete electrification of an un-electrified area

Timeline for different type of augmentations are as follows:

Type of augmentation	Timeline required for augmentation (Working Days)
LT Network augmentation	60
Transformer Augmentation	120
HT - 11 KV Network Strengthening	180
Un-electrified Area or New Grid Required	12 months

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

Service Line cum Development (SLD) charges are the charges levied by TATA POWER-DDL through demand note (wherever new connection/load enhancement request is being processed) towards new connection expenses 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). The Service Line is an asset of TATA POWER-DDL and therefore the replaced service line cannot be handed over to consumers. However, if Service Line Charges are paid by consumer for load enhancement, TATA POWER-DDL is bound to change the Service Line. If service line is not replaced for load enhancement, consumer may ask for refund of the Service Line Charges already paid.

Details of the SLD charges are given as under in [Table 1.3](#) of Annexure I.

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

Chapter 2

Temporary Connection

1. What are the types of temporary connection?

Temporary Connection can be applied for the purpose of marriages, religious functions, construction activities, exhibitions, cultural functions, etc. Temporary connection may be:

- a. Short Term Temporary: Can be applied for from 1 day up to 15 days.
- b. Long Term Temporary: Can be applied for from 16 days up to 3 months.

2. How to apply for a temporary connection?

To register a new connection request, consumer may use following options:

- a. Type "TPDDL NEW" and send to 56161 or
- b. Call at our Help Line at 66111912 / 66404040 / 66404040 or
- c. Visit nearest District Consumer Care Centre

3. What are the Documents Required?

Documents required for Temporary connection, are same as in case of permanent new Connection, are mentioned in [Table 1.2](#) of Annexure.

In addition to the documents of new connection, Guarantor's Bill is also required.

4. What are the Charges?

New Connection Charges are mentioned in [Table 1.3](#) of Annexure I

5. What are the limitations?

There are certain limitations with the temporary connections that are:

- ✓ Service line is to be provided by the consumer himself.
- ✓ Meter is installed at the nearby Tata Power-DDL Pole.

6. What if I want to extend the time for which it was given?

Short Term Temporary connection can not be extended.

To extend the time of Long Term temporary connection consumer can register the request at any of the following:

- Visit to Consumer Care Centre

7. Can I get a temporary connection converted in to permanent and vice versa?

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

8. Will the security deposit be adjusted in case of surrender of temporary and apply for permanent connection?

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 consumer.

9. What is the process of removal of temporary connection?

Short term temporary connection will be removed on the expiry of the duration for which it was sanctioned.

Long Term temporary connection can be removed on request from the registered consumer.

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

Yes

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

Request Form.

Identity Proof of registered consumer.

Copy of last paid bill.

Chapter 3

Metering

1. What are the various reasons of meter change?

A Distribution Licensee can change the meter any time to ensure the correct meter reading. Following are some of the reasons for meter change may be any one of the following:

- Meter is burnt
- Meter is faulty
- Meter is damaged
- No display in the meter
- Meter's life is more than 5 Years
- Suspected to be tampered

2. Can the meter be replaced on consumer's request?

Meter can be replaced on consumer's request if the meter is burnt/ damaged/ faulty.

3. What are the documents required for Meter testing/ Fast/ slow / Burnt / Damaged / Stop / Faulty/ Shifting?

- Meter Stop/Meter Jump/Meter Burnt/Meter Slow/Meter Fast/Meter Damage - No Documents required.
- Meter Stolen - Application, Police FIR copy, ID proof.
- Meter Shifting - Application, receipt of last paid bill, ID proof.

4. What are the Timelines for Meter testing/ Fast/ slow / Burnt / Damaged / Stop / Faulty/ Shifting?

- Meter Stop/Meter Damaged - 15 working days for meter replacement.
- Meter Slow/Fast - 15 working days after DN payment for testing & another 15 working days for replacement if required
- Meter Burnt - 3 Working Days for installation of new meter.

5. What are the charges for Meter Services?

There are no charges for Meter Stop/Meter Faulty. Charges for other Meter Services (Meter Testing/ Fast/ Slow / Burnt / Damaged /Shifting) are

Charges for Meter Services

Metering (Burnt / Damaged/Stolen)	Cost of Meter and/or Service Line if reason for meter burnt, Damage or tempering is attributable to consumer
Special Meter Reading	Rs. 25 for special reading

Meter Testing Charges

S.No	Category Meter	Rs./Meter
1	Single Phase	Rs. 50
2	Three Phase	Rs. 100
3	CT Meter	Rs. 500
4	HT Meter	Rs. 2000

Meter Shifting

Meter Shifting Charges Without Cable Replacement

Activity	Charges (Rs.)
Shifting of Single Phase Meter	600
Shifting of Three Phase Meter	650
Shifting of CT Meter	1600

Additional Charges (In Case Cable Replacement Required)

Description of Replaced Cable	Charges (Rs.)
2x10 Sq mm cable	1000
2x25 Sq mm cable	1500
4x25 Sq mm cable	4000
4x50 Sq mm cable	4500
4x95 Sq mm cable	8000
4x150 Sq mm cable	15000

6. Which are the types of meters? How to check which one is the right type of meter for me?

- 1-phase meter-----up to 10 KW load - category domestic
- Polyphase meter.....11 KW to 25 KW,
- LT CT meter 26 KW and above

7. Can a consumer get his own meter installed?

Yes, consumers can buy your own Electricity Meter of specifications approved by CEA/ DERC and accuracy norms as per BIS.

8. What is ToD Metering?

- Time of Day metering (TOD), also known as Time of Usage (TOU) or Seasonal Time of Day (SToD).
- TOD metering involves dividing the day into different time slots (As defined in Tariff regulations)
- There are higher tariff-rates in a certain time slots (peak load period) and low tariff-rates in other time slots (off-peak load period).
- The peak and off-peak hours may have different time-slots in Summer & Winter as per tariff regulations.

Chapter 4

Reading

1. How can a consumer get the reading rectified?

Request for wrong reading can be registered through following windows/avenues for consumers:

- Call at our helpline no 66111912 / 66404040
- Visit to District Consumer Care Centre
- E-mail at consumercare@tatapower-ddl.com
- Visit www.tatapower-ddl.com

2. Can a consumer get a bill on Special Reading? If yes, then how?

Request can be registered through Call Centre, E-mail at consumercare@tatapower-ddl.com or Consumer care Centre.

3. What are the charges for Special Reading?

Charges for special reading are Rs. 25/-.

4. What are the Timelines for resolution of Wrong Reading/Special Reading?

15 Working Days (if no additional information is required).

Chapter 5

Billing

1. What is the basis of calculation of bill amount?

Total bill payable comprises of 3 components i.e. Energy Charges (units consumed*applicable rates), E. Tax (5% of Energy Charges) and fixed Charges (as per the rates applicable)

2. How is slab calculated?

Slab is calculated on the basis of difference between current reading date and previous reading date (both dates inclusive) divided by total number of days of that particular month.

3. What are Fixed charges? How is it calculated?

Fixed Charges are the fixed amount charged for billing period according to the load and slab. Calculation is as under:

For **Domestic upto 5 KW** fixed charges = rate x slab

For others Fixed Charges = Load x Tariff rate x slab

4. What are fuel price adjustment (now known as purchase price adjustment)?

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% of total cost of supply to be recovered from consumers. 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.

5. LPSC stands for?

LPSC means Late Payment Surcharge, it is chargeable on total payable bill amount as per the prescribed rates (presently 1.5%).

6. What is provisional bill? How is it calculated?

Provisional bill is raised when due to some reasons actual reading is not available. It is calculated on the basis of monthly average derived on the basis of last year consumption.

7. If the premises are vacant, can a consumer avail “Not in Use” facility? Is it beneficial to the consumer?

Yes, it is always advisable to inform TPDDL when you are away for few months, Visit your consumer care center and inform in writing if you shall lock your premises for a few months. It will save you from any hassle including billing when you are away.

8. In which category the consumer can avail “Not in Use” facility?

Not in Use facility can only be availed for Domestic Category.

9. What is the meaning of Red Bill?

Red Bill is a bill with arrears greater than Rs.500/-. It is an alert to pay your arrears immediately.

10. How to get Billing related information through Short Message service (SMS)?

Consumer can get billing details by sending following SMS to 56161:

TPDDL BL < Type your CA no > - for Last Bill

TPDDL CBL < Type your CA no > - for Current Bill

11. If a consumer has not received electricity bill how to get duplicate copy?

To view any type of billing information; consumer can simply log on to www.tatapower-ddl.com and register CA No. by just entering a few details regarding the connection. Once password is generated, one can view the details any time as well as get the print out of the duplicate bills from there.

12. What is “Green Consumer”?

Be a Proud “Green Consumer”: If a consumer wishes to join us in our efforts to Save Planet by saving paper bills, please register CA no. with us for getting SMS alert for bill and/or e-bill by just writing us on consumercare@tatapower-ddl.com or calling at call center number 66111912 / 66404040.

13. I have received a bill with remarks “Bill Stop”, What is the meaning of this bill?

The bill is stopped for quality check by TPDDL due to some abnormality in billing like inflated bill, wrong provisional bill etc. In this condition, consumers are advised to make payment of an amount equivalent to previous bill amount.

Chapter 6

Payment

1. What are the different avenues available for making payment?

Convenient Bill Payment Avenues



Jeevan Centers - by cash/cheque/DD or credit card from 8:00 AM to 8:00 PM



Skypak Drop Box – by dropping cheque



Drop Box at AXIS ATM - by dropping cheque



ITZ Card Payment - up to Rs. 4000 online , by login to website or at their outlets



Oxicash Outlet - up to Rs. 4000 online , by login to website or at their outlets



Easy Bill – Thru cheque or DD at their outlets



I Pay Electronic Payment Box - through Electronic Drop Boxes



Any Time Payment Machine



AIRTEL Money - through **Airtel Mobile**



Bill Payment - through www.tatapower-ddl.com



Electronic Clearing System



Payment by IVRS 011-49165555 - using Mobile and Fixed phone

2. What are the modes of payment of electricity bill?
Through Cash (upto Rs.4,000/-), Through Credit/Debit Card, Through Cheque / Demand Draft.
3. Which are the cards that are being accepted at Tata Power-DDL for bill payment?
All types of Credit/Debit Cards are acceptable for bill payment. **Master/Visa cards/Diners are accepted for making bill payments (Diners cards are accepted only at our website)**
4. What are the timings of Cash collection counter at District offices?
All the Cash Collection Centers are open from 9.00 AM to 5.00 PM from Monday to Saturday.
5. What are the timings of ATPMs?
All the ATPM locations are open from Monday to Saturday from 8.00 am to 8.00 pm.
6. How to make online payment of Bills?
Log on to www.tatapower-ddl.com and follow the below process
Click on Bill Payment → Enter CA No. (K. no) → Select Bill Desk → make the payment
Pls. note if consumer has made payment online than it will take 2 days to get updated on our website as we receive the information from different channels. **The payments through credit/debit cards will be required to be made at least 3 days in advance before due date, so as to avoid late payment surcharge**
7. Cheque payment to be done in favor of?
“Tata Power Delhi Distribution Ltd CA No XXXXXXXXXXXX” or “TPDDL CA NO XXXXXXXXXXXX”
8. Is there any amount Limitation to make Payment through Credit Card/Cash?
 - Rs.4,000/- is the limit for payment **through cash.**
 - Rs.5,000/- is the limit for payment through Credit Card on our cash collection centres, but through Website there is no limit however for payments above Rs.5000, the processing fees/charges shall be collected directly by the credit card company/Payment Gateway/Bank etc. from the consumer

9. What options are available in case a consumer wants to check payment details?

To know about the payments or any other detail related to a Connection, consumers are requested to register their CA. no (k. no.) with www.tatapower-ddl.com. Once the registration is done, consumer may log in to his account and select the options available as per requirement like Account Information, Billing details, Consumption details, Payment History and Duplicate bill.

SMS Pull Service Consumer can get billing details by sending following SMS TO 56161:

TPDDL PMNT < Type CA. No > - for Last 5 Payments

10. Whom to approach (contact details) in case my registration for E Payment fails or if registered, there is some issue?

Consumer can register his/her request at our consumer care centre or at call centre by calling 66111912 / 66404040.

11. ECS stands for?

Electronic Clearing System. ECS is convenient & easy service offered by Tata Power - DDL in association with Bill Desk / Tech Process to pay by Auto Debit to your bank or credit card account and Non- auto debit by confirmation through Phone, SMS & Internet.

12. How to get ECS activated/deactivated?

Call help line No **66111912 / 66404040** and request for ECS registration. Tata Power - DDL will send a Registration Form through courier. Form can also be downloaded from Tata Power - DDL Site at www.tatapower-ddl.com. Fill up the form and drop it in Drop Box at the nearest Customer Care Centre. Tata Power - DDL will send the registration form to Consumer's bank for approval (if not done by the consumer). On receiving approval from consumer's bank, ECS service will be activated within 7 working days. In case of Auto pay your bank /credit card account will get auto debited. In case of Non-Auto pay you need to give payment instructions to Bill Desk. If consumer has provided an email id or mobile number, he will receive a registration confirmation by Email/SMS. Consumer can Directly register by Logon to www.billdesk.com.

In addition to above consumer can also register for ECS through Bill Junction by logging on www.billjunction.com

13. What is advance payment?

Minimum amount that can be deposited is Rs. 5000 & multiples of Rs. 1000 thereafter with no maximum limit.

14. What is the procedure and how much is the limit?

Can be requested by calling at call centre

15. What if I have not paid my bill?

Disconnection Notice is served and on non payment even after notice period connection will be disconnected.

16. What if my cheque got bounced?

- Cheque Bounce Charges of Rs.200/- is payable
- Late Payment Surcharge is payable

17. Can I get back my Original Cheque?

Original documents cannot be returned. However photocopy/scanned copy of the bounced cheque can be given by contacting consumer care centre/call centre

18. What is NEFT & RTGS?

NEFT(National Electronic Funds Transfer) / RTGS (Real Time Gross Settlement) is a facility introduced by the Reserve Bank of India (RBI), which is a nationwide electronic funds transfer system to move funds from any bank branch in any part of country to any other bank branch in another part of the country

19. What will be bank account number to transfer the funds?

Customers having access to net banking facility for their accounts (with their own banks) can make payment via NEFT / RTGS payment using the below details:

Beneficiary Name : Tata Power Delhi Distribution Limited
Beneficiary Bank : Citibank N.A.
Bank Branch : Jeevan Bharti Branch, Delhi
Account Type : Current
Bank Account Number : TPDLXXXXXXXXXX (Where XXXXXXXX denotes your 11 digit CA number)
IFSC Code (11 digit) : CITI0000002

Chapter 7

Attribute Change

1. What Documents are required for Load Enhancement/ Load Reduction/ Name Change/ Category Change?

Name Change –

In case of name change due to change in ownership/occupancy – proof of ownership of property.

In case of legal heir – mutation certificate/legal heir certificate

In case of more than one legal heir – NOC from other legal heirs in addition to the mutation certificate/Legal heir certificate.

Category Change –

Application

Municipal Corporation Licence in case of category change to Industrial

Certificate from Block Development Officer in case of category change to Agricultural
Load Enhancement/Reduction – Application and Installation Test Certificate.

2. What are the charges for Load Enhancement/ Load Reduction/ Name Change/ Category Change?

Load enhancement – Differential Security deposit and service line charges is payable.

Name Change – Security Deposit is payable in case of non availability of NOC from registered consumer.

3. Any Other Formalities Required for Load Enhancement/ Load Reduction/ Name Change/ Category Change?

Last bill should be fully paid.

Load reduction is not possible in less than one year for connections with load up to 100 KW and two years for connections with load more than 100 KW. However load reduction can never be less than 50% of Original Sanctioned Load.

4. From where to get the billing address change?

Consumer can register complaint by calling to our Helpline at 66111912 / 66404040.

5. What are the documents required in case of Small Correction in Connection Details such as Spelling of Name, inadequate Address, CD Amount, and Connection Status - Live/Dead? And is there any charges for the same. What is the timelines for change to be reflected?

The documentary proof for the desired change along with last paid bill receipt.

No, there are no charges for these requests. The Changes will reflect in next bill. However, Consumer may check the status of his request by Visiting Concerned District Consumer Care Center in person with ID Proof.

Chapter 8

Misuse and Theft

1. What is meant by “Misuse/Unauthorised use of electricity”?

If consumer is using supply other than for which supply of electricity was authorized, it will be treated as misuse (UUE). It is also to clarify that misuse will be levied only where consumer is taking benefit of lower tariff by misguiding TATA POWER-DDL. The usage of electricity sanctioned for say commercial use, but used for a category of lower tariff , say domestic, will not be deemed as misuse.

UUE also means the usage of electricity for the premises or areas other than that for which the supply of electricity was authorized.

2. What is applicable Tariff in case of Misuse?

In all the cases of misuse, penalty @ twice the tariff (usage category) shall continue to be levied on recorded consumption, as long as, the consumer continues with misuse i.e. using the electricity for the purpose other than for which the usage was authorized.

3. What is misuse withdrawal Process?

For withdrawal of misuse first of all consumer needs to stop misuse activity and then he can register the request for misuse withdrawal at Call Centre or Consumer Care Centre. Site inspection will be done through zone and after site inspection, if no misuse found at the time of inspection, misuse will be withdrawal accordingly from the date of receipt of request from the consumer.

4. Where to complain against theft of electricity?
Call at 66111912 / 66404040 and inform us about the incidence.

5. Where to complain against corruption / harassment?
Call at 66111912 / 66404040 and inform us about the incidence.

Chapter 9

Tata Power – DDL's Website

1. What are the various services/information available on TATA POWER-DDL's website?

The main features of website are as follows:

- ✓ **Manage your account** on homepage - Register Account and get all details of connection, bills and payment (including history).
- ✓ **Click on Consumer Service** & avail services like connection related services, Value Added Services, Knowledge Sharing, Download the Frequently Asked Questions (FAQ) etc.

2. What is the procedure to Login on TATA POWER-DDL Website?

Log on to www.tatapower-ddl.com. Click on "Consumer Login" and register your CA No. or click on the link: <http://www.tatapower-ddl.com/SAPISULogin.aspx>

3. How to get the password reset in case I forgot the same?

Please check at TATA POWER-DDL website with forgets password option; afterwards consumer will receive password on the updated ID or call at call center number at 66111912 / 66404040 in case of any clarification. Consumer can also write us at consumercare@tatapower-ddl.com

4. Where to approach for login problems?

Call at call center number at 66111912 / 66404040 in case of any clarification. Consumer can also write us at consumercare@tatapower-ddl.com

5. Is the website linked with Facebook?

No

Chapter 10

Prepaid Metering

1. Who can apply for prepaid meters?

Value Power Meters i.e. prepaid meters are available for single-phase connections with sanctioned load less than or equal to 45 KW. Presently only for Government Offices.

2. How to apply for prepaid meter?

To register a new connection request, consumer may use following options:

1. Type "TPDDL NEW" and send to 56161 or
2. Visit our website www.tatapower-ddl.com and click on Consumer Service or
3. Call at our Help Line at 66111912 / 66404040 or 66404040
4. Visit nearest District Consumer Care Centre

3. What are the documents required?

Documents required for New Connection are mentioned in [Table 1.2](#) of Annexure I.

4. Is the tariff of prepaid meters higher than the normal existing post paid connection?

No, the tariff for prepaid meters is same as that of the post paid connection.

5. How to get the postpaid connection converted to prepaid and vice versa?

To get the postpaid connection to prepaid connection or vice versa, consumer can register a request using any of the following options:

Call at our helpline no 66111912 / 66404040

- Visit to District Consumer Care Centre
- E-mail at consumercare@tatapower-ddl.com
- Visit www.tatapower-ddl.com

6. Do I need to pay security deposit or meter cost for conversion from post paid to pre paid or for new connection installation?

NO, consumer are not required to pay security deposit or meter cost for pre paid metering system.

7. What happens if my credit runs out?

You will get an alarm at the predetermined credit limit. Your supply will not run out between 5 pm and 10 am the next day. Your supply will not run out on Sunday also. Even if your credit reaches ZERO, Value Power provides you EMERGENCY CREDIT @ Rs. 60 per KW as per your sanctioned load.

8. How much can I buy?

You can buy in multiple of Rs. 100 any amount between Rs. 100 and Rs. 4,000 per transaction.

9. From Where I can buy?

You will be able to buy electricity through cash or/DD from your nearest Tata Power - DDL District Office.

10. Is there any limit on the amount of recharge coupons that can be entered?

Yes the meter can store a maximum amount of Rs. 5,000 in its system.

11. Can I manage my alarm?

Yes, if your credit gets below Rs.100, you will have an alarm for 30 seconds. Press any button to turn it off. The alarm will be repeated every half hour unit a button is pressed. You can also set this limit as per your convenience to suit your needs. (like the reserve in your vehicle).

12. What if I loss the Recharge Coupon?

Simply visit the Tata Power - DDL District Office where you had made the payment and you will be re issued the Recharge Coupon, free of charge. The coupon is specific to your meter and hence cannot be used by any other consumer.

13. What happens if anything goes wrong with prepaid meter?

contact at any of the following:

- ✓ Call at our helpline no 66111912 / 66404040
- ✓ Visit to District Consumer Care Centre
- ✓ E-mail at consumercare@tatapower-ddl.com
- ✓ Visit www.tatapower-ddl.com

Chapter 11

Performance Assurance

1. What are the timelines in case of complaints of Power Supply related complaints?

Performance Standards for Restoration of Power Supply

S. No.	Type of faults	Standard Time as stipulated by DERC
A	i) Fuse blown out or MCB tripped	3 hrs (Urban Area)
		8 hrs (Rural Area)
	ii) Service Line broken/Service line snapped from the pole	6 hrs (Urban Area)
		12 hrs (Rural Area)
B	<u>Fault in distribution mains</u>	
	i) Temporary Supply restoration from alternate source wherever available	4 hrs
	ii) Rectification of fault & thereafter restoration of Normal Power supply	12 hrs
C	<u>Distribution Transformer failure</u>	
	i) Temporary Supply restoration through mobile transformer or another backup source wherever feasible	8 hrs
	ii) Replacement of failed transformer	48 hrs

Performance Standards for Restoration of Power Supply

S. No.	Type of faults	Standard Time as stipulated by DERC
D	<u>HT mains failed</u> 11 kv level i) Temporary restoration of power supply wherever feasible	4 hrs
	ii) Rectification of fault & thereafter restoration of Normal Power supply	12 hrs
	33 & 66 kv Level i) Temporary restoration of power supply wherever feasible	4 hrs
	ii) Rectification of fault & thereafter restoration of Normal Power supply	12 hrs
E	<u>Problem in Grid (33/66 kv) substation</u> i) Restoration of supply from alternate source wherever feasible	6 hrs
	ii) Repair & restoration of supply	48 hrs

Contd...

Performance Standards for Restoration of Power Supply

S. No.	Type of faults	Standard Time as stipulated by DERC
F	i) <u>Failure of Power Transformer</u> Restoration of supply from alternate source	6 hrs
	ii) Replacement of Power Transformer	20 days
G	i) <u>Burnt Meter</u> Restoration of Supply by bypassing the burnt meter	6 hrs
	ii) Replacement of burnt meter	3 days
H	i) <u>Street Light complaint</u>	72 hrs
I	i) <u>Voltage Fluctuation</u> Local Problem	4 Hrs
	ii) Tap of Transformer	3 days
	iii) repair of distribution line /transformer/capacitor	30 days
	iv) Installation and upgradation of HT/LT system	90 days

Please Note: The above mentioned Timelines are excluding of the following conditions:

- | | |
|---|---|
| 1 | Tata Power - DDL may require Load Shedding on account of low frequency in order to protect the grid, which is beyond the utility control. This may result in delay in response. |
| 2 | Force Majeure. |

2. What are the timelines in case of complaints of other than power supply complaints?

Performance Standards for Resolution of Commercial Issues

S. No.	Type of Requests/Complaints	Standard Time in working days	
		Issuance of Demand Note for payment (if applicable)	For resolution after payment
1	New Connection - No Augmentation required	10	30
2	New Connection - LT Network augmentation up to 5 poles	10	60
3	New Connection - LT Network augmentation more than 5 poles	10	60
4	New Connection - DT Augmentation	10	120
5	New Connection - New DT required	10	120
6	New Connection - 11 KV Network Strengthening	10	180
7	New Connection - Grid Required	10	12 months
8	New Connection - Un-electrified Area - AUG	10	180
9	New Connection - Un-electrified Area - NEW	10	12 months
10	Category Change	10	One Billing Cycle

Performance Standards for Resolution of Commercial Issues

[Back](#)

S. No.	Type of Requests/Complaints	Standard Time in working days	
		Issuance of Demand Note for payment (if applicable)	For resolution after payment
11	Name Change	7	Two Billing Cycle
12	Load Enhancement - No Augmentation	10	30
13	Load Enhancement - Network augmentation up to 5 poles	10	60
14	Load Enhancement - Network augmentation more than 5 poles	10	60
15	Load Enhancement - DT Augmentation	10	120
16	Load Enhancement - New DT required	10	120
17	Load Enhancement - 11 KV Network Strengthening	10	180
18	Load Enhancement - Grid Required	10	12 months
19	Load Enhancement - Un-electrified Area - AUG	10	180
20	Load Enhancement - Un-electrified Area - NEW	10	12 months

[Contd...](#)

Performance Standards for Resolution of Commercial Issues

[Back](#)

S. No.	Type of Requests/Complaints	Standard Time in working days	
		Issuance of Demand Note for payment (if applicable)	For resolution after payment
21	Load Reduction	10	30
22	Reconnection	NA	2
23	Final Bill	NA	5
24	Meter Burnt	NA	3
25	Meter Faulty	NA	30
26	Meter Testing	NA	15
27	Billing Complaints	NA	15
28	Reading Complaints	NA	15
29	First Bill Generation	NA	Four Billing Cycle
30	Provisional Billing	NA	Two Billing Cycle

Chapter 12

Disconnection and Reconnection

1. How to apply for disconnection/ surrendering of connection?

Visit your District Consumer Care Centre and submit following documents of registered consumer: ID proof, Last Paid Bill along with written representation.

2. What is lock-in period?

Domestic and single-phase Non-domestic category of consumers may apply for surrender of connection after giving a fifteen days notice after expiry of the lock in period of one year. The consumers other than domestic and single-phase non-domestic category can terminate the agreement after the expiry of the lock in period of two years by giving one month's notice.

However the lock in period for load reduction is one year from original energisation for connections up to 100 KW and two years from original energisation for connections above 100 KW.

3. Can a consumer apply for the same meter after surrendering of current meter?

NO

4. How to apply for refund of security deposit?

Visit your District Consumer Care Centre, and submit ID proof, with the written representation.

5. How to apply for reconnection after making the part payment of outstanding amount?

In order to get a connection reconnected, consumers are requested to clear all the outstanding amount against their connection and then visit District Consumer Care Centre with ID proof of registered consumer so that request can be registered after verification of all the facts.

6. What are the charges for Reconnection within 6 Months?

Reconnection charges are mentioned in [Table 1.4](#) of Annexure I along with the service line charges if service line has been removed on disconnection of power supply.

7. How to apply for reconnection when meter already removed at site?

Register a new connection request, through any of the following options.

Type “TPDDL NEW” and send to 56161

Call at our Help Line at 66111912 / 66404040 or

Visit nearest District Consumer Care Centre

8. How to apply for reconnection after final bill generation?

Register a new connection request, through any of the following options.

Type “TPDDL NEW” and send to 56161

Call at our Help Line at 66111912 / 66404040 or

Visit nearest District Consumer Care Centre

Chapter 13

Miscellaneous Queries

1. What is the complaint redressal mechanism at TATA POWER-DDL?

For any type of request/query/complaint, consumers may use any of the Touch Points/ following modes:

- ✓ Call Centre (66111912 / 66404040)
- ✓ Consumer Care Centres at District Offices
- ✓ Online complaint registration, by registering your account with www.tatapower-ddl.com

Escalation for complaints

If the consumer is not satisfied with the actions at the above mentioned points on his Request/Query/Complaint, he may approach to :

1. **Consumer care ID:** Write to us at consumercare@tatapower-ddl.com
2. **District Consumer Care Centre :** Consumer may contact below TPDDL officials–
 - ✓ Consumer Relation Officers
 - ✓ District Manager/Commercial Manager

Consumer can meet their respective District Manager/ Commercial Manager for any issue, without prior appointment in between 12 noon to 1 PM on any working day (Monday-Friday)

3. **Complaint Analysis Group (CCAG):** In case of an undue delay in resolution of request/complaint, consumer may write to us at

Consumer Complaint Analysis Group,
Tata Power Delhi Distribution Limited,
Cencare Building, Opp. C-2 Block
Lawrence Road, Keshav Puram, Delhi – 110035

Consumer Dispute Redressal

However, if still not satisfied with the resolution of grievance with TPDDL, consumer may forward his request /complaint to Independent forum which are institutionalized under the aegis of Delhi Electricity Regulatory Commission (DERC). Following are the two Independent Forums, where one can approach:

Consumer Grievance Redressal Forum (CGRF)

This forum was set up for redressal of TPDDL's consumer grievance regarding disputes other than theft or unauthorized use in accordance with the guidelines specified by the Delhi Electricity Regulatory Commission (DERC). Consumer may log the complaint at:

CGRF

Sub-Station Building

Police Colony, model town – II, Delhi – 110009

Tel: 011-27463809, 27466601-03

Fax: 011-27466603

E mail: cgredressal.forum@tatapower-ddl.com

Ombudsman

This special forum resolve consumer grievances without any prejudice to consumer's right available under general law and if consumer not satisfied with order of CGRF.

Ombudsman details:-

B-53, Paschimi Marg, Vasant Vihar,

New Delhi – 110057,

Tel: 32506011

2. How and from where a consumer can update his contact details?

Consumer can update his contact number through any of the following options:

- ✓ Through our call centre (66111912 / 66404040)
- ✓ Through Website www.tatapower-ddl.com
- ✓ Through email at consumercare@tatapower-ddl.com
- ✓ Through Consumer Care Centres

3. How to know CA No. from K. No.?

Log on to www.tatapower-ddl.com, click on the right top option of consumer login, and click “Know your CA”. Enter Old K. No. and your contract account no. will be displayed on the screen.

4. Why CA No is required for registering a complaint?

Similar to any other service provider (Banks, Mobile, gas, appliances etc), who need the customer to identify himself through an account number or any invoice or reference number, Tata Power – DDL is maintaining consumer data with CA No. as unique identification number..

It is advisable to save your CA No in mobile handsets so that it is always handy – any time and any where. However, if consumer’s mobile is registered with us against the CA number, in that case, the consumer need not to remember CA No, and just refer his mobile number while registering the complaint/request.

5. How and where to approach for Pole Shifting?

To get the pole shifted, an application along with the copy of id proof and last paid bill is required to be submitted at District Consumer care centre. After verification of documents, site visit is arranged to prepare an estimate and accordingly demand note is generated as per Regulatory guidelines. Once the payment of Demand note is done then pole gets shifted.

6. Who would be responsible for the unsafe condition w.r.t the consumer premises near to the TATA POWER-DDL's network and vice versa?

TATA POWER-DDL have laid down its network and installations in accordance with the applicable rules and regulations and in compliance with the statutory clearances. However it has been observed that with passage of time occupants in TATA POWER-DDL area have constructed/extended their buildings/superstructures in an unauthorized manner & to such an extent that the same has come in direct contact with TATA POWER-DDL network/installation which has been there since earlier times . In such cases it needs to be ascertained as to whether it was TATA POWER-DDL network or the extended superstructure which was in existence before and accordingly requisite steps for removal of the unauthorized construction/extension are initiated. TATA POWER-DDL therefore, advises its consumers to avoid coming close to its network, which can be very unsafe and even fatal at times. Please appreciate that TATA POWER-DDL is not to be held responsible for any loss or injury suffered by any person or property as a result of any untoward incident taking place.

7. What is TATA POWER-DDL's role in providing connection to Illegal or unauthorized Construction?
TATA POWER-DDL is a power distribution utility and it 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 we are informed about any construction being illegal or unauthorized by any judicial or statutory body, we take the appropriate action as suggested by them. We, therefore, request the consumers with such complaints to approach land development agencies like DDA or judicial body for taking appropriate measure against the defaulters

Annexures

TABLE 1.1

Classification of Supply or Category of Electricity Connection

S.NO.	Description
1	Domestic Connection
1.1	Connections under this category are provided for consumers as specified below:
i	Residential consumers
ii	Hostels of recognized/aided institutions of Municipal Corporation of Delhi or Govt. of the NCT of Delhi.
iii	Staircase lighting in residential flats separately metered.
iv	Compound lighting, lifts and water pumps etc., for drinking water supply and firefighting equipment in residential complexes.
	In CGHS, for bonafide use of lighting/fan and power, subject to the provision that the supply is at single delivery point for combined lighting/fan and power.
v	Dispensary/Hospitals/Public Libraries/School/College/Working Women's Hostel/Orphanage/Charitable homes run by the Municipal Corporation of Delhi or the Government of the NCT of Delhi.
vi	Small Health Centers approved by the Department of Health, Government of NCT of Delhi for providing Charitable Services only.
vii	Recognized Centers for welfare of blind, deaf and dumb, spastic children, physically handicapped persons, shelter homes for homeless people approved by the Government of NCT of Delhi.
viii	Places of worship.
ix	Cheshire homes/orphanage.
x	Electric crematoriums.

xi	Cattle farms, fisheries, piggeries, poultry farms, floriculture, horticulture, plant nursery
xii	Farm houses being used for commercial activity
xiii	DMRC for its commercial activities other than traction.
xiv	Ice-cream parlors and
xv	Any other category of commercial consumers not specified/covered in any other category in this Section
2.2	Non- Domestic High Tension – I on 11 KV single delivery point NDHT
	<ol style="list-style-type: none"> 1. Available to commercial complexes having load more than 100 KW/ 108 KVA for group of consumers for non-domestic use. 2. Available to consumers having load more than 100 KW/ 108 KVA in non-domestic establishments including DDA/MCD and supply to DMRC for their ongoing construction projects etc and for commercial purposes other than railway traction.
3	Industrial
3.1	Small Industrial Power (SIP)
	Such connections are provided to Industrial consumers with load up to 200 KW/215 KVA including for lighting, heating and cooling load.
3.1.	
2	Industrial Power (SIP) on 11 KV Single Delivery Point for group of SIP consumers
	On single delivery point for group of SIP consumers provided load of any individual consumer does not exceed 100 KW/108 KVA
3.2	Large Industrial Power
	Such connections are provided to large industrial consumers having load above 100 kW including for lighting, heating and cooling load.

TABLE 1.1

4	Agriculture Connection:
	Up to 10 KW connections under Agriculture Category are provided for tube wells for irrigation, threshing and kutti-cutting in conjunction with pumping load for irrigation purposes and for lighting load for bonafide use in Kothra.
5	Mushroom cultivation
	Connections up to 100 KW under this category are provided for mushroom growing/cultivation.
6	Street lighting
	Connections under this category are provided to all street lighting consumers including Municipal Corporation of Delhi, Delhi Development Authority, Public Works Department/Central Public Works Department/Delhi State Industrial Development Corporation/Military Engineering Service/Co-operative Group Housing Societies and the Slums Department of the Government of NCT of Delhi etc.
7	Signal and Blinkers
	Such connections are provided for traffic signals and blinkers of Traffic Police
8	Railway Traction
	Connections under this category are provided for railway traction other than Delhi Metro Rail Corporation for connected load above 100 kW.
9	Delhi Metro Rail Corporation Ltd.
	Connections under this category are provided for Delhi Metro Rail Corporation for its traction and operational requirements.

Table 1.2

New Connection Documents	
All documents should be Photo copied and self attested by applicant.	
Document Type	Documents
Photo	One Passport size Photograph of applicant
Identity Proof of Applicant	Driving license
	Electrol Identity Card
	Photo Identity Card issued by any Govt Agency
	Passport
	Pan Card
	Ration card with applicant Photo
Proof of Ownership	1.GPA (General Power of Attorney)
	2.Registered sale deed
	3.Registered Perpetual Deed/ Lease Deed
	4.Registered Conveyance Deed
	5.Special Power of Attorney ONLY if accompanied by all the following documents:- (a) Registered / Notarized Agreement to sell. (b) Registered / Notarized Will
	6.Registered Partition Deed and registered family settlement
	7.Registered Relinquishment Deed
	8.Registered Will along with either Succession certificate and/or Probate /or Death Certificate of executant of will.
	9.Allotment letter issued by private builder along with either of following documents:- (a) Registered sale deed of plotarea / premises. (b) GPA (General Power of Attorney) (c) Registered/Notarized agreement to sell.
	10. For rented properties following combination of documents are required:- (a) Lease/Rent Agreement AND (b) NOC from land lord AND (c) ownership proof of landloard i.e. stipulated in point 1 to 9.
	11. For commercial complex registered sale Deed/Notarized Agreement to sell / sale deed is required.
	12.DDA Mutation Letter/Land & development officer Mutation letter.

Table 1.2

Document Type	Documents
Other Documents	1. In case of industrial connection Industrial License is mandatory in the name of applicant.
	2. In case of extended portion
	(1) completion certificate OR
	(2)(a) Indemnity Bond and NOC duly signed by authorized owner AND
	(b) Affidavit from applicant
	3. If the applicant is applying for second time or asking for MIP (Multi Industrial connections), copy of separate Industrial License for providing new Industrial connections shall be mandatory even for multiple SIP connections in one plot.
	4. Teh Bazaar certificate AND latest rent receipt issued by MCD for khoka/temporary structure / full back chain in case Teh Bazaar Certificate is in a different name
	5. For agriculture connection BDO Certificate is required which should not be more than 3 years old.
	6. In case of any mistake regarding name and address in the provided documents, Registered or notarized Rectification Deed is required.
	7. Letter from area councilor/MLA on their letter head and duly stamped in case of any address change
	8. In case of original owner has been expired, then list of legal heirs and NOC from them in favor of applicant required.
11. In case of LTD./PVT LTD. CO. MOA, list of present director & resolution in favor of applicant.	
For Village Area following documents are required	
Documents	Voter I-Card for the same address /Ration card of same address
	Voter I-Card for different address /Ration card of different address + Lal Dora Certificate from MLA
	Khasra Khatauni + ID of any address
	Gram Panchayat Certificate/Allotment letter.
	Ownership proof as stipulated in point 1 to 9.

For JJ Cluster (Jhuggi) following documents are required

Documents	Ration card of same address + voter I-card for the same address
	Voter I-Card for different address /Ration card of different address + MLA letter for applied address

For JJ colony/Resettlement colony developed by DDA/MCD

Documents	Allotment Letter
	Registered / notarized GPA

Note:- MCD Mutation letter will not to be accepted as ownership proof.
Completion certificate/affidavit is compulsory for authorised area

ATTRIBUTE CHANGE DOCUMENTS

All documents should be Photo copied and self attested by applicant.

Document Type	Documents
Photo	One Passport size Photograph of applicant
Identity Proof of Applicant	Driving license
	Electrol Identity Card
	Photo Identity Card issued by any Govt Agency
	Passport
	Pan Card
	Ration card with applicant Photo
Proof Of Ownership	1.Registered / notarized GPA
	2.Registered sale deed
	3.Registered Perpetual Deed/ Lease Deed
	4.Registered Conveyance Deed
	5.Special Power of Attorney (In case of notarized SPA complete back chain required)ONLY if accompanied by all the following below documents:-
	(a) Registered / Notarized Agreement to sell.
	(b) Registered / Notarized Will
	6.Registered Partition Deed and registered family settlement
	7.Registered Relinquishment Deed
8.Registered Will along with either Succession certificate and/or Probate /or Death Certificate of executant of will.	
Other Documents	1. In case of industrial connection Industrial License is mandatory in the name of applicant.
	2.In case of any mistake regarding name and address in the provided documents, Registered or notarized rectification deed required.
	3. Letter from Asst town planner,SDM, tehsildaar, patwari on their letter head and duly stamped in case of any address change.
	4. In case of original owner has been expired, then list of legal hires and NOC from them in favor of applicant required.
	5. DD/Mutation letter /Mortgage deed from the office. Mutation letter

TABLE 1.3

Security Deposit			Service Line cum Development Charges*		
S. No.	Category	Amount (Rs./KW)	S.No.	Sanctioned Load (kW)	Amount (Rs)
1	Domestic	600	1	Upto 5	3000
2	Non-Domestic	1500	2	More than 5 upto 10	7000
4	Industrial	1500	3	More than 10 upto 20	11000
5	Agriculture	300	4	More than 20 upto 50	16000
6	Street Light	1500	5	More than 50 upto 100	31000
7	Railway, DMRC	1500	6	More than 100 kW (at 11kV)	50 % of the cost of HT cables/line/switchgear
8	Mushroom Cultivation	600	<p>* Not applicable in CGHS/DDA Flats, where Busbar connections are provided with SLD charges paid once and no need for change in Service line</p> <p>Name Change:</p> <p>Security Deposit as per applicable rates UNLESS an NOC is obtained from the previous Registered Consumer (RC). In case of Change of name from Father to Son, NOC from Mother/Siblings is required along with proof of being Legal Heir.</p>		
9	Temporary Connection				
	Upto 3 days	300			
	Upto 7 days and multiple thereof, in block of 7 days	500 per 7 days block or part thereof			
	For regular use/construction works	1.5 times relevant category			

TABLE 1.4

Reconnection Charges*		
S No.	Category	Charges (Rs.)
1	Normal Single Phase Meter	60
2	Polyphase / CT Meter	200
3	HT Installation	500

*In addition to full payment of last bill