

# Lucky Draw Scheme “Pay N Win” for Tata Power-DDL Consumers

## Document on Lucky Draw Scheme “Pay N Win” Announced by Tata Power-DDL for the month of December 2018.

Various schemes will be organised for the month of December 2018 for HRB, HCB and SCB consumers. Please refer Annexure I for detailed scheme and prize details.

**Scheme I:** Lucky draw scheme for less than Rs.10/- outstanding amount as on 31<sup>st</sup> December 2018 (irrespective of due dates).

**Scheme II:** Lucky draw scheme for consumers making payment through digital mode.

- Lucky draw for consumers making payment through digital mode in month of November or December 2018 with nil arrears as on 31.12.2018.
- Lucky draw for consumers making payment through digital mode regularly from April 2018 to December 2018 with nil arrears as on 31.12.2018.

**Scheme III:** Lucky draw for consumers who made early payment – Bill due date in January 2019 but consumers making payment on or before 31.12.2018.

**Scheme IV:** Lucky draw for regular paying consumer for the period from April to December 2018. Here regular paying consumer means no Disconnection Notice issued during 1<sup>st</sup> April, 2018 to 31<sup>st</sup> December, 2018.

**Scheme V:** Special Scheme for PayTM users (Sponsored by PayTM). Consumers who will make payment through PayTM during the month of November or December 2018 with nil arrears as on 31.12.2018 will be eligible for Lucky Draw.

### Process Steps Involved:

- Extraction of Consumer Data Base (HRB, HCB & SCB)
- Extraction and filtration of data as per Logic
- Extracted data to be vetted by Internal Audit / RCG.

4. Freezing of cases qualifying for Lucky Draw
5. Software tool by IT for selecting Random CA number as per logic
6. Selection of winners through computerized draw.
7. Purchasing of Gift items through Contracts.
8. Distribution of Prizes to Lucky winners

#### **TERMS & CONDITIONS GOVERNING THE LUCKY DRAW:**

1. It is an event based Scheme called as "Pay & Win" exclusively for the consumers of Tata Power Delhi Distribution Limited, based on Lucky Draw of the consumers qualifying for various schemes as per the logic. This motivational scheme does not guarantee to cover all the consumers to be a winner. However, to keep maximum level of openness, the random number selection process will be used for selection of winners.
2. The Lucky Draw is one of the efforts on the part of TATA POWER-DDL to recognise the consumers having good payment track record and hence contributing towards reducing commercial losses of TATA POWER-DDL in its area of supply. It does not encourage any kind of gambling or gaming activities.
3. There are several prizes as mentioned in this document to be given to consumers under the scheme.
4. The Lucky Draw is open for all active metered consumers as on 31.12.2018, residing TATA POWER-DDL's area of supply.
5. Lucky Draw shall not be applicable to connections having outstanding amount on account of theft.
6. Lucky Draw shall not be applicable to disconnected connections even if outstanding amount is NIL. However, amount paid on account of disconnected connections and connection made live prior to 31st December 2018 will be eligible for Lucky Draw.
7. Dues paid by cheques but bounced later for any reason shall not be eligible for Lucky Draw.
8. Lucky Draw shall be applicable to all consumers irrespective of consumer's previous record of payment default, disconnection or theft.
9. Existence of dues on account of disputed amount recognised and pending in any of the legal or regulatory forum shall not disentitle the consumer for the purpose of the Lucky Draw.
10. Connections having NTA shall be excluded.
11. Connections where payments were made in previous FY shall be excluded even if the outstanding amount is Nil/Negative. There should be at least one payment during scheme period.
12. Reasonable efforts have been made to make consumers aware of the Lucky Draw but TATA POWER-DDL does not guarantee the direct communication to each and every consumer. Various means like display of list on our website/consumer care centres, communication through mail/sms/verbal will be done by Tata Power-DDL.
13. Consumers winning the prize shall be informed at the contact details as per billing data available with TATA POWER-DDL. In case the winning consumer does not respond within 30 days of the communication (Display on website/SMS/Calling/written Communication) from TATA POWER-DDL. After expiry of 30 days from the date of communication, it shall be sole discretion of TATA POWER-DDL to allocate the prize to other participating eligible consumers or schemes.
14. The venue for declaration of the prizes shall be any of the office of TATA POWER-DDL.
15. Tata Power-DDL will try to organise the Lucky draw event to select the winning consumer within 60 days of closure of the scheme.
16. In the event of Force majeure situations (including but not limited to such as fire, flood, strike, war, statutory requirement etc.) the present Lucky Draw may be suspended by TATA POWER-DDL at its sole discretion and no successful participant can claim such prize in such an event.

17. A consumer/connection number (CA no.) shall be entitled to only one prize and under no circumstances the consumer be entitled to two or more prizes under the Lucky Draw.
18. The winner shall be required to produce its identity proof along with all relevant documents as provided under applicable laws, such as PAN card, residence proof, photo ID's, or Passport and copy of latest paid bill. In the event of non production of such mandatory proof's, TATA POWER-DDL shall be free to rescind the prize to such winning participant and allocate the prize to other participating eligible consumers.
19. The winner shall be liable and responsible for bearing of all applicable charges / levies / taxes.
20. The prizes are non-transferable except in the case of actual user of connection having obtained the no objection letter from the "Registered Consumer" (RC) along with identity document of both viz. RC and User. However the final decision would be taken by TATA POWER-DDL management in this regards.
21. In the event of a user/winner being minor, his/her legal guardian (with valid proof) shall be entitled to collect the prize and complete requisite formalities.
22. With regards to the Prizes, it is expressly specified that TATA POWER-DDL does not warrant or certify the quality, performance of any of these products and the same be subject to the general terms and conditions as regards the warranty and post sale services as may be offered by their manufacturers/ service providers to their customers. In the event of any dispute with regard to defect in quality, performance or service of such products, services, the winner shall not hold TATA POWER-DDL responsible and shall pursue the matter directly with the manufacturer /supplier of the prized product.
23. In case of any dispute the matter to be dealt with in jurisdiction at Delhi Court Only.
24. TATA POWER-DDL will invite some of the consumer representatives like RWA/IWA members, NGO member and Jhuggi Pradhan's in Lucky Draw event.
25. The Lucky Draw is not open for employees of TATA POWER-DDL (TATA POWER-DDL structure and FRSR). If at any point of time it is found that the winner was an employee of TATA POWER-DDL or employee's relative (father/mother/husband/wife/son/daughter of such employee) then TATA POWER-DDL shall be free to cancel the allocation of prize awarded to such person and allocate the prize to next eligible consumer of draw result sequentially.
26. The scheme is governed as per the Terms and conditions and Logic decided by TATA POWER-DDL and the numbers of prizes mentioned above is subject to change on sole discretion of TATA POWER-DDL.
27. Head (RCM) will be the final authority to resolve any issue/dispute related to this Pay and Win Scheme.

## **Data Logic**

### **Scheme I:**

The following methodology will be used for selection of qualifying consumers for Lucky Draw:

- i. Consumer data will be extracted from system and same will be base data for the qualifying cases for the scheme.
- ii. The CA numbers collected as per the logic at Sr. No 1 will be matched with amount pending as on 31.12.2018 and matching cases will be excluded.
- iii. Dues on account of theft should not be outstanding. Also cases where bill generation pending on account of theft case would be excluded.
- iv. Legal flagged cases with nil arrears will qualify for draw except NTA cases.
- v. Conditions of the scheme like - Only one prize to be given to a consumer and recipient should not be a relative of TATA POWER-DDL. Employee category qualified cases to be manually taken care at the time of prize distribution.

- vi. Flagged staff connections (S1, S2..... and E1, E2.....) are to be excluded.
- vii. Flagged G & I connections in database shall be excluded.
- viii. Two extra CA numbers called with priority 1 and 2 (Reserve CA no) for every prize needs to be extracted to ensure a back-up in case the original qualified CA no is debarred for any reason at the time of prize declaration. So there will be 1 CA number will be announced as main winner for every prize and two reserve CA numbers with priority 1 and priority 2.
- ix. The list of winners would be extracted along with waitlist winners. In case of the non-allocation of prize for any reason, the next consumers appearing in draw list sequentially will be eligible for prize.
- x. Other filtration of data as per scheme policy.
- xi. All Prizes are open for all qualifying consumers.

**Scheme II** – Lucky draw scheme for consumers making payment through online mode

- i. Under this scheme, consumer making bill payment through online mode will be eligible for the lucky draw. The scheme period will be from 01.11.2018 to 31.12.2018.
- ii. Under this scheme, regular payer's consumer making bill payment through online mode will be eligible for the lucky draw. The scheme period will be from 01.11.2018 to 31.12.2018.

**Scheme III** - Consumers make early payment.

Under this scheme, the consumers whose bill due date is in January 2019 but make payment on or before 31.12.2018 will be eligible for lucky draw.

**Scheme IV** – Lucky draw for regular paying consumer for the period from April to December 2018. Here regular paying consumer means no Disconnection Notice issued during 1st April 2018 to 31st December 2018 period.

**Scheme V** – Special Scheme for PayTM users (Sponsored by PayTM). Consumers who will make payment through PayTM during the month of November or December 2018 with nil arrears as on 31.12.2018 will be eligible for Lucky Draw.

Others terms and conditions will remain same as mentioned for Scheme I.

**The List of Prizes**

Details of Scheme wise and segment wise prize items are attached as Annexure I.

**Promotional Activities:**

Tata Power-DDL will utilize various means to promote the Pay and Win Scheme.

1. Placing of Banners/Posters at consumer care and at various Payment Counters.
2. Scheme message on Tata Power-DDL Website
3. Scheme message on Electricity bill of consumer