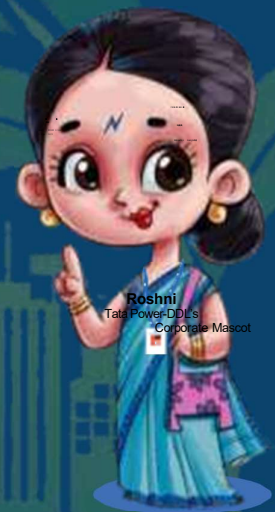


Towards a *Greener* Tomorrow



**TATA POWER-DDL**

# CUSTOMER CHARTER



## 1. About Us:

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%).

It distributes electricity in the North & North West part of Delhi, covering an area of 510 sq. kms. Since privatization, the Aggregate Technical & Commercial (AT&C) losses in Tata Power-DDL areas have shown a record decline. Today, AT&C losses stand at 5.54 (as of FY 2024-25) which is an unprecedented reduction from an opening loss level of 53% in July 2002.

Tata Power-DDL has been awarded the prestigious **Deming Prize**, becoming the first power distribution company in the world to be recognized for excellence in Total Quality Management (TQM) across all operational domains. Committed to delivering reliable power and best-in-class customer service, Tata Power-DDL has adopted several world-class technologies, including the Advanced Distribution Management System (ADMS) which is designed to replace the conventional SCADA-DMS-OMS system with features like real-time integration of Smart Meter Data / Distributed Generation integration and single data model from GIS, Integrated Geographical Information System (GIS) for instant services, Advanced Metering Infrastructure (AMI), Automated Demand Response (ADR), Smart Street Light Management system, Field Force Automation, Upgraded Network etc. Tata Power-DDL provides various facilities and 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 Avenue, End to End online services for New Connection, etc.

## 2. The following documents for customer information are available with Customer Relationship Executive at Customer Care Centers and on our website ([www.tatapower-ddl.com](http://www.tatapower-ddl.com)):

- Approved Tariff Schedule
- Forms and Annexures for various customer services under the regulations
- Prescribed charges for various services
- List of Officers with contact numbers for redressal of complaints

## 3. The customers of Tata Power-DDL can use any of the following channels to contact Tata Power-DDL:

- Website: [www.tatapower-ddl.com](http://www.tatapower-ddl.com)
- Mobile App: My Tata Power App
- 24x7 Toll Free Sampark Kendra (Helpline): 19124
- Email: [customercare@tatapower-ddl.com](mailto:customercare@tatapower-ddl.com)
- Chatbot (Roshni)
- Customer Care Centers (refer Annexure-A)

**Note:** For the convenience of customers, the location of various offices and payment centers have also been mapped here : Office & Payment Center Locations

#### 4. Channels for Requests & Complaints:

Nature of Request/Complaint	Touch Points					
	Sampark Kendra	Customer Care Center	Website	Customer Care Mail ID	Chatbot	Mobile App
New Connection (Permanent & Temporary)	Y*	Y	Y	Y	Y	Y
Attribute Change (Name / Load / Category)	Y*	Y	Y	Y	Y	Y
Move Out		Y	Y	Y		Y
Reconnection	Y	Y	Y	Y		Y
Meter Testing	Y	Y	Y	Y	Y	Y
Meter Shifting		Y	Y	Y		Y
Meter Stolen		Y	Y	Y		Y
Meter Damage /Faulty	Y	Y	Y	Y	Y	Y
Billing	Y	Y	Y	Y	Y	Y
Reading	Y	Y	Y	Y	Y	Y
Payment	Y	Y	Y	Y	Y	Y
No Supply Related	Y	Y	Y	Y	Y	Y
Voltage Fluctuation	Y	Y	Y	Y	Y	Y
Streetlight	Y	Y	Y	Y	Y	Y
Reporting of Theft	Y	Y	Y	Y		Y

\* Only Information can be obtained

#### 5. Time limit for rectification and resumption of services:

A summary of time limits for rendering various services to the customer's categories, nature of request & complaint / type of services along with the compensation to customers in case of default are provided in Annexure - C.

#### 6. Compensation Mechanism:

Any customer who is affected by the failure of the Licensee to meet the Standards of Performance specified in Annexure - C and who seeks to claim compensation can file his claim, in the format as per Annexure - D along with the supporting documents, if any within a maximum period of 60 (sixty) days from the time such a customer is affected by such failure of the Licensee to meet the Standards of Performance and the Licensee shall compensate the affected Customer(s) within a maximum period of 90 (ninety) days from the date of filing his claim.

Annexure - A gives the district wise list of offices to settle claims for compensation and respective Customer Service Manager of the district is the designated / authorized officer to settle the claims.

In case the Licensee fails to pay the compensation or if the affected customer is aggrieved by non-redressal of his grievances, he/ she may make a representation for the redressal of his / her Grievances to Customer Grievance Redressal Forum (CGRF), and if the customer is not satisfied with the decision by the Forum, the customer may make a representation to the Ombudsman.

**7. Customers may contact any of the following channels to register their requests/ complaints:**

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

Applicant may contact TPDDL through any of the following touch point.

- Sampark Kendra. (our 24x7 Toll Free Helpline Number i.e. 19124)
- Customer Care Centers (9:30 AM to 6:00 PM – Monday-Friday)
- Online through Complaint section on Tata Power-DDL website or e-mail at [customercare@tatapower-ddl.com](mailto:customercare@tatapower-ddl.com)
- To report Harassment, Unethical Practice or Theft / Call 19124 or write to us at [vigilance@tatapower-ddl.com](mailto:vigilance@tatapower-ddl.com)

In case of any undue delay in resolution of request/complaint, customers may visit their respective District Customer Care Centre and meet Tata Power-DDL officials with complete details:

**Level 1:** Customer Relations Executive (CRE)

**Level 2:** Customer Service Manager (CSM) / District Manager

**Level 3:** Circle Head (with prior appointment through Customer Service Manager)

To know contact details of CRE/CSM/District Manager, Click Here

If not satisfied with the resolution/response received from the above-mentioned escalation levels, please write to Head (Customer Service).

**Level 4:**

a. Head (Customer Services)

Customer Complaint Analysis Group (CCAG),  
TATA Power Delhi Distribution Limited, CENCARE Building,  
Opposite C-2 Block, Lawrence Road, Keshav Puram, Delhi – 110035.

Email: [ccag@tatapower-ddl.com](mailto:ccag@tatapower-ddl.com)

b. Internal Customer Grievance Redressal Cell

Weblink: [www.tatapower-ddl.com/Internal-Grievance-Redressal-Cell](http://www.tatapower-ddl.com/Internal-Grievance-Redressal-Cell)

Email: [icgrc@tatapower-ddl.com](mailto:icgrc@tatapower-ddl.com)

Helpline No.: 011-66382301

Helpdesk - TATA Power Delhi Distribution Limited

District Office Building, Gopal Nagar, Near Azadpur Flyover, Delhi-110009

CENCARE Building, Opposite C-2 Block, Lawrence Road, Keshav Puram, Delhi – 110035

In the event of no-response or inadequate response by Tata Power - DDL within the time period prescribed for rendering the service or resolution of complaint, the customer may lodge a complaint at below available options:

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

If customer is still not satisfied with the resolution/response, after exhausting all complaint handling, escalation and redressal mechanism at Tata Power-DDL, in respect of grievances like New Connection, Billing, Metering, Power Outage, Load Shedding, Load Enhancement / Reduction, Disconnection / Reconnection of Power Supply, Name Change, Street Lights, Transfer of Connection then customer may approach CGRF.

**Customer Grievance Redressal Forum (CGRF)**

Sub-Station Building, Police Colony, Model Town – II, Delhi – 110009.

Tel: 011-27463809, 27466601-02.

Email: ecgrftpddl@gmail.com

Note: Forum shall not entertain a complaint if it pertains to the subject matter for which proceedings are pending before any court. Further, forum 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 & 161 of Indian Electricity Act, 2003.

**TIER–III** (Independent Forum – Electricity Ombudsman)

If not satisfied with CGRF order, an appeal against CGRF orders may be filed with the **Electricity Ombudsman**.

B-53, Pashchimi Marg, Opp. Tagore International School,

Vasant Vihar, New Delhi—110057

Email: elect\_ombudsman@yahoo.com

Additionally, customer may also approach **Public Grievance Cell**, directly set up by Delhi Government, for registering Electricity related complaints like (Connection, Billing, Supply, Meter, Theft, Vigilance and Street Light) at following address:

Department of Power (GoNCTD), SLDC Building

33KV Sub Station, Minto Road, New Delhi – 110002

[www.bijlipgr.gov.in](http://www.bijlipgr.gov.in)

Tel: 1800-11-2222

## LIST OF CUSTOMER CARE CENTERS

District	Address	Customer Service Manager
<b>Moti Nagar</b>	District Office Building, 33KVA Grid, Inder Puri, Behind Pusa Institute, Delhi-110015.	Ms. Vineeta Sharma
<b>Model Town</b>	District Office Building, Gopal Nagar, Near Azadpur Flyover, Delhi-110009	Mr. Vipin Goyal
<b>Keshavpuram</b>	District Office Building, Near Laxmi Bai College, Phase - 3, Ashok Vihar, Delhi-110052.	Mr. Kishan Lal Chauhan
<b>Civil lines</b>	District Office Building, Hudson Lines, Civil Line, Delhi-110009.	Ms. Akansha Pathak
<b>Kirari</b>	District Office Building, Sec 22, Pkt-1, Rohini opp Lakhi Ram Park Nr Rg-22 Grid, Delhi-110086.	Mr. Sunil Kumar Bahiwal
<b>Mangolpuri</b>	District Office Building, Mangolpuri Industrial Area Phase- 1, Mangolpuri Delhi-110083.	Mr. Rakesh Batra
<b>Pitampura</b>	District Office Building, GP-6 Block, Pitampura, Delhi-110034.	Ms. Nidhi Bansal
<b>Rohini</b>	District Office Rohini, 3/9, Sub Station Building Sector-9, Rohini Near G.D. Goenka Public School, Rohini, Delhi-110085.	Ms. Shelly Pruthi
<b>Shalimar Bagh</b>	District Office Building, 33 Kv Grid Sub Station, Near Jaspal Kaur Public School, Shalimar Bagh, Delhi-110088.	Mr. Rajender Nirwan
<b>Dheerpur</b>	TATA Power-DDL Office, 66/11 KV Grid Sub-Station Dheerpur, Outer Ring Road, Nirankari Park, Near Dheerpur C V Raman ITI, Delhi-110084.	
<b>Badli</b>	District Office Building, DSIDC Gate No- 5, Badli Ind. Area, Near MTNL Office, Delhi-110042.	Mr. OP Arora
<b>Narela</b>	District Office Building, Bawana Road, Near Fire Brigade Office, Narela, Delhi-110040.	Mr. Rajbeer Singh Serwa
<b>Bawana</b>	District Office Building, Main Road Bawana, Near Aditi Girls College, Bawana, Delhi-110039.	Mr. Arun Sharma

**Note:** 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 (except public holidays)

### GUIDELINES FOR SEEKING COMPENSATION BY CUSTOMER

Any customer who is affected by the failure of the Licensee to meet the standards of performance specified below and who seeks to claim compensation shall file his claim, with such a Licensee within a maximum period of 60 (sixty) days from the time such a customer is affected by such failure of the Licensee to meet the standards of performance and the Licensee shall compensate the affected person(s) within a maximum period of 90 (ninety) days from the date of filing his claim.

S. No.	Service Area	Standard	Computation of period of default	Compensation payable to customer for the period of default in case of violation of standard
(1)	(2)	(3)	(4)	(5)
<b>1.</b>	<b>Connection where no Network Augmentation is required</b>			
	Release of connection in Electrified Areas	As per Regulation 11	From 8 <sup>th</sup> day from the acceptance of application in case where no RoW or road cutting permission is required or from 15 <sup>th</sup> day from the acceptance of application in case where RoW or road Cutting permission is required, as the case may be.	1.5% of the demand charges deposited by customer for each day of default.
<b>2.</b>	<b>Connection where Network Augmentation is required</b>			
(i)	Release of connection in Electrified Areas (where extension of line upto five poles is required)	As per Regulation 11	From 16 <sup>th</sup> day from the date of receipt of full payment against demand note.	1.5% of the demand charges deposited by customer for each day of default
(ii)	Release of connection in Electrified Areas (Where extension of lines or augmentation of Distribution Transformation capacity, where peak load of transformer has reached 90% of its rated capacity)	As per Regulation 11	After 2 months from the date of receipt of full payment against demand note.	
(iii)	Release of connection in Electrified Areas (Where new Distribution Transformer is required)	As per Regulation 11	After 4 months from the date of receipt of payment against demand note	

(iv)	Release of connection in Electrified Areas (Where existing 11 kV network needs to be augmented)	As per Regulation 11	After 6 months from the date of receipt of payment against demand note	
(v)	Release of connection in Electrified Areas (Where existing 66/33 kV grid substation needs to be augmented)	As per Regulation 11	After 8 months from the date of receipt of payment against demand note	
3.	Connection in Un-electrified Areas			
(i)	Release of connection in Un-Electrified Areas (Where connection from nearby existing network is possible)	As per Regulation 11	After 4 months from the date of receipt of payment against demand note.	1% of the amount deposited by developer/applicants per day of default.
(ii)	Release of connection in Un-Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)	As per Regulation 11	After 12 months from the date of receipt of payment against demand note.	
4.	In case connection is denied after receipt of payment against demand note	-	-	1.5% of the demand charges deposited by customer for each day of default subject to maximum of the amount paid as per demand note. Default to be computed from the date of receipt of payment
5.	Connection energized through loop	As per Regulation 11	-	Rs. 500 per kW of sanctioned/ contract demand



6.	Transfer of name	Within two billing cycles of acceptance of application or clearing of dues, whichever is later	From the next day of issuance of second bill.	Rs. 100 for each day of default.
7.	Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	From the 11 <sup>th</sup> day of acceptance of application	Rs. 100 for each day of default
8.	If notice for downward revision if any is not sent	By 31 <sup>st</sup> May	-	Rs. 500 for each case
9.	Change of category	As per Regulation 17(5)	From the 8 <sup>th</sup> day of receipt of application	Rs. 100 for each day of default
<b>10.</b>	<b>Billing</b>			
(i)	Error in billed amount	Only one bill in a Financial Year	Second and subsequent incorrect bill in a financial year	10% of excess amount billed
<b>11.</b>	<b>Meter complaints</b>			
(i)	Replacement of defective meter	Within fifteen days of declaring meter defective	From 16 <sup>th</sup> day of declaring meter defective	Rs.50 for each day of default
<b>12.</b>	<b>Street Light complaint</b>			
(i)	Faults in Street light maintained by Licensee	Rectification within seventy-two hours	After lapse of 72 hours from the time customer has made the complaint	Rs. 75 for each day of default
<b>13.</b>	<b>Voltage fluctuation</b>			
(i)	Local problem	Resolution within four hours	After lapse of 4 hours from the time customer has made the complaint	Rs. 50 for each day of default
(ii)	Tap setting of transformer	Resolution within twenty-four hours	After lapse of 24 hours from the time customer has made the complaint	Rs. 25 for each day of default
(iii)	Repair of distribution line/ transformer/ capacitor	Resolution within fifteen days	After 15 days from the time customer has made the complaint	Rs. 100 for each day of default

(iv)	Installation and Up gradation of HT / LT System	Resolution within ninety days	After 90 days from the time customer has made the complaint	
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#### 14. Power Supply Failure

- (a) Compensation for power supply failure, standard for restoration and compensation payable for a customer of sanctioned load or contract demand upto 20kW:

S. No.	Service Area	Standard for restoration of power supply for the Zone/ Subdivision having AT&C losses			Computation of period of default	Compensation payable to the customer for the period of default in case of violation of standard
		Upto 10%	More than 10% and Upto 20%	More than 20%		
(1)	(2)	(3)	(4)	(5)	(6)	(7)
(i)	Continuous power failure affecting individual customer and group of customer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	Within three hours	Within four hours	Within six hours	After lapse of period as specified in column (3), (4), (5) as the case may be from the time 1 <sup>st</sup> customer has made the Complaint.	Rs. 10 per kW per hour of sanctioned load or contract demand, as the case may be, subject to maximum of Rs.200 per hour per Customer.
(ii)	Continuous power failure affecting more than 100 customers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	Within two hours	Within three hours	Within four hours	After lapse of period as specified in column (3), (4), (5) as the case may be from the time 1 <sup>st</sup> customer has made the complaint.	Rs. 10 per kW per hour of sanctioned load or contract demand, as the case may be, subject to maximum of Rs.200 per hour per customer.

(iii)	Continuous power supply failure requiring replacement of distribution transformer.	Within six hours	After lapse of 6 hours from the time customer has made the complaint.	Rs. 10 per kW per hour of sanctioned load or contract demand, as the case may be, subject to maximum of Rs.200 per hour per customer.
(iv)	Continuous power failure affecting customers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within three hours	After lapse of 3 hours from the time customer has made the complaint.	Rs. 10 per kW per hour of sanctioned load or contract demand, as the case may be, subject to maximum of Rs.200 per hour per customer.
(v)	Continuous scheduled power outages	Within 12 hours or restoration of power supply by 6PM	From the lapse of 12 hours from the scheduled start of maintenance or after 6PM of the day whichever is earlier.	Rs. 10 per kW per hour of sanctioned load or contract demand, as the case may be, subject to maximum of Rs.200 per hour per customer.
(vi)	Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by passing the burnt meter or by installing temporary meter.	After lapse of 3 hours from the time customer has made the complaint	Rs. 10 per kW per hour of sanctioned load or contract demand, as the case may be, subject to maximum of Rs.200 per hour per customer.
(vii)		Meter to be replaced within three days	After lapse of 3 days from the time customer has made the complaint	Rs.50 for each day of default

- (b) Any customer having sanctioned load or contract demand above 20kW, affected continuously by the power supply failure as above, may approach the Commission for determination of the compensation.
- (c) The Licensee shall upload on its website the AT&C losses for the zone / sub-division for the preceding financial year by 15<sup>th</sup> of April of the year.
- (d) Any claim arising on account of power failure shall not be admissible for those customers who have outstanding dues upto preceding billing cycle, or have been, during last two years, convicted for theft of electricity or finally assessed for Unauthorized Use of Electricity.

**Please Note:**

- (i) For the purpose of determination of compensation to the customer in case of violation of standard, the days beyond the standard for period of default shall be taken as calendar days.
- (ii) Where the compensation payable has been specified based on default in days and the default is part of the day, the compensation shall be payable for the whole day.

"Customers can conveniently apply for compensation online through the TPDDL website via the following link:

<https://www.tatapower-ddl.com/customers/solutions/apply-compensation>

Annexure-D



## COMPENSATION CLAIM FORM

### PARTICULARS OF CUSTOMERS

CA NO.	EMAIL ID
REGISTERED CUSTOMER (RC) NAME	MOBILE NUMBER
APPLICANT NAME (If different from Registered Customer)	ADDRESS
PAN NO.(RC)	NATURE OF COMPLAINT

### REASON OF COMPENSATION (with complete details)

Notification / Complaint No. \_\_\_\_\_

Date & Time of Registration of Complaint \_\_\_\_\_

Date & Time when complaint was attended \_\_\_\_\_

Standard Time within which the complaint is to be attended as per \_\_\_\_\_

Standards of Performance Regulations \_\_\_\_\_

Actual Time taken to attend the complaint \_\_\_\_\_

No. of default days/ hours \_\_\_\_\_

Compensation amount claimed \_\_\_\_\_

Justification: - \_\_\_\_\_

I/we hereby declare that all electrical works done within my premises are as per Central Electricity Authority (Measures relating to safety and Electricity Supply) Regulations, 2017 as amended from time to time.

DATE :

RC / APPLICANT'S SIGNATURE

PLACE:

### ACKNOWLEDGEMENT

Your request has been registered vide notification no. .... You can check the status of your request by calling at our 24x7 Sampark Kendra Toll Free No. 19124 (In case number is not reachable or calling from outside Delhi, please dial 1800-208-9124) or by visiting your respective district customer care center.

**Note: The acceptance of this form is not to be taken as an admission of liability and any claim is subject to verification.**

#### TATA POWER DELHI DISTRIBUTION LIMITED

A Joint Venture of Tata Power and Government of Delhi

Regd. Office: NDPL House, Hudson Lines Kingsway Camp Delhi-110 009

Phone: 011 66112222 Fax: 011 27468042

Email: [customercare@tatapower-ddl.com](mailto:customercare@tatapower-ddl.com) Website – [www.tatapower-ddl.com](http://www.tatapower-ddl.com)

Mobile App- My Tata Power App

CIN: U40109DL2001PLC111526



**TATA POWER-DDL**

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Tel.: 011-66112222, Fax : 011-27468042

Sampark Kendra Number : 19124/1800-208-9124 E-mail : [customercare@tatapower-ddl.com](mailto:customercare@tatapower-ddl.com)

CIN No.: U40109DL2001PLC111526 Website : [www.tatapower-ddl.com](http://www.tatapower-ddl.com)

Mobile App – My Tata Power App