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Sampark

Customer Newsletter



Roshni
Tata Power DDL's Corporate Mascot

April '2025

Tata Power-DDL Wins "CX Strategy of the Year" and "Best Contact Centre" Awards

Tata Power-DDL has been conferred with two prestigious honours "CX Strategy of the Year" and "Best Contact Centre"—at the 10th Digital Customer Experience Awards 2025, organized by Gain Skills Business Media on 23rd April 2025 in New Delhi.

The "CX Strategy of the Year" award recognizes Tata Power-DDL's visionary implementation of its Customer First Initiatives, reflecting the organization's unwavering commitment to putting customers at the center of what we do. Simultaneously, the "Best Contact Centre" award applauds the exemplary performance and customer-centric excellence demonstrated by our Call Centre Operations, setting new industry benchmarks in service delivery.



SAMAVESH Customer Meet

Tata Power-DDL organized "SAMAVESH" in Rohini district to strengthen engagement with rural customers and creating awareness among village customers.

The event, attended by more than 80 village representatives. Interactive activities encouraged knowledge-sharing and community participation to ensure promotion of Solar Rooftop technology, highlight its long-term benefits, and encourage adoption among village households.

Through SAMAVESH, TPDDL reaffirmed its mission to empower rural customers with cleaner, greener and cost-effective energy choices, while promoting environmental responsibility at the grassroots level.



Tata Power-DDL introduced Voiceovers for understanding Electricity Bills

In a continued effort to empower its customers, Tata Power-DDL has introduced "Customer Awareness Voiceovers" on key billing components. These voiceovers are available on the Tata Power-DDL website, official YouTube channel and aims to ensure understanding of billing components such as **Energy Charges, Fixed Charges, Subsidy, and Slab Benefits** among customers.

These new voiceovers have been crafted to break down each component in simple language, offering greater clarity and helping customers in understanding their monthly bills.

Scan to Watch Voiceovers



Applying for a New Electricity Connection?

Visit our Customer Care Centre, with your Documents, for Request Registration

Click to know the Location of our Customer Care Centres



Working Time

Mon – Friday: 9.30 AM – 5.30 PM
Saturday: 9.30 AM – 1.00 PM

Our team is here to assist you!
Fast, easy, and hassle-free services



24 HOURS SAMPARK KENDRA
19124 Toll Free Number

Your Opinion Matters To Us

Tata Power DDL launches Instant Feedback mechanism



Share your concerns/suggestions on the feedback link received via SMS/E-Mail....



Enjoy the Benefits of Newly Launched ENERGY EFFICIENT PRODUCTS



Save Energy: Save Environment



To register AC, Geyser, Washing Machine [Click here](#)
For LED Lighting and Fans, visit our Customer Care Centres

Scan QR to know more about PM - Surya Ghar Yojna



Give your house the gift of free electricity and solar power
Be a part of

PM – Surya Ghar: Muft Bijli Yojana



TATA POWER-DDL

EESL | Crompton | Havells

APPLY FOR ENERGY EFFICIENT APPLIANCES*

5 Star AC, 3 Star LED Bulbs & Tubelights, CGL 5 Star LED Bulbs & Tubelight, ELCB Scheme & Energy Efficient Motors



Save up to 51% on the cost of a New 5 Star Rated AC*



*Terms & Condition apply

FRAUD ALERT!

We never ask our consumers to call us on any number!

For any queries contact us on our

Helpline Nos.
19124 | 18002089124



TATA NEU
#NeuPeBillPay

PAY YOUR TATA POWER-DDL ELECTRICITY BILL THROUGH TATA NEU & EARN 30 NEUCOINS.

1 NeuCoin = ₹1

*T&C Apply



MobiKwik

Pay your Electricity Bill through MOBIKWIK UPI and get Cashback

Offer Valid from April 1, 2025 to June 30, 2025

T&C Apply



Send in your feedback through feedback section on our website www.tatapower-ddl.com

Connect With us on Social Media



Disclaimer

This publication is intended for Tata Power-DDL customers and 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.

Report Unethical Incident

Bribe/harassment: vigilance@tatapower-ddl.com

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24-HOUR SAMPARK KENDRA
19124 Toll Free Number



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