



## FAQs - CUSTOMER UPDATES

### Q.1 How and from where a customer can update his contact details?

**Ans.** Customer can update his contact number through any of the following options:

- Through our 24X7 Toll Free Sampark Kendra Helpline Number 19124
- Through Customer Login section on Website [www.tatapower-ddl.com](http://www.tatapower-ddl.com)  
(Path - <https://www.tatapower-ddl.com/myaccount/customer-login.aspx>)
- Through email at [customercare@tatapower-ddl.com](mailto:customercare@tatapower-ddl.com)
- Through District Customer Care Centres

### Q.2 How to know CA No. from K. No.?

**Ans.**

- Log on to [www.tatapower-ddl.com](http://www.tatapower-ddl.com),
- Click on the right top option of customer login, and
- Click “Know Your CA”.
- Enter Old K. No. and your contract account no. will be displayed on the screen.

### Q.3 Why is the CA No. required for registering a complaint?

**Ans.** 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 maintains customer 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 – anytime and anywhere.

However, if customer’s mobile is registered with us against the CA number, in that case, the customer need not remember the CA No., and can just refer his mobile number while registering the complaint/request.

### Q.4 What is the procedure to Login on Tata Power-DDL Website?

**Ans.** The procedure is as follows:

- Log on to [www.tatapower-ddl.com](http://www.tatapower-ddl.com).
- Click on “customer Login” and register your CA No.



**TATA POWER-DDL**

**Q.5 How to get the password reset in case I forget the same?**

**Ans.** Please [Click Here](#) for forgot password option; afterwards customer will receive password on the updated e-mail ID.

**Q.6 Where to approach for login problems?**

**Ans.** Call our 24X7 Toll Free Sampark Kendra Helpline Number 19124 or write us at [customer@tatapower-ddl.com](mailto:customer@tatapower-ddl.com)

**Q.7 Is the Tata Power-DDL website linked with any social networking site?**

**Ans.** Slideshare and Youtube

**Q.8 Is the website accessible through mobile also?**

**Ans.** Yes, website is available for easy access through mobile phone. It is accessible from the same URL i.e. <http://www.tatapower-ddl.com>.

Following functionalities are available through mobile:

- Power Outage Details
- Know Electricity Bill details & pay
- Know last three consumption & payment history
- Update mobile number & e-mail ID
- Register new connection request
- Report safety related incidents ▪ Register Streetlight complaints
- Register No Power Supply Complaints
- Know energy Saving Tips
- Get Tata Power-DDL employee verification done