



Roshni

Tata Power-DDL's Corporate Mascot

FAQs – DISCONNECTION & RECONNECTION

Q1. When is Tata Power-DDL constrained to disconnect customer's electricity?

Ans.

- a) When a customer has not paid arrears/outstanding amount of electricity bills, even after serving a Disconnection Notice time period of 15 days.
- b) Where a Statutory body has intimated to Tata Power-DDL for disconnection of an electricity connection.
- c) In cases where unsafe situations is identified at the customer's premises in respect to electricity supply/ Network.
- d) when premise is found locked (PL) for continuous 2 billing cycles and PL DO has been generated.
- e) in case theft case is booked by EAC.
- f) when No Meter/Disconnected meter is found at site under NMDC process.

Q2. Can Reconnection be applied after making the part payment of Outstanding Amount?

Ans. No, Customers cannot apply for Reconnection by making part payment of their outstanding amount.

Q3. How can a customer apply for Reconnection? What are the documents required?

Ans. In order to get a reconnection done, customers are required to clear 100% outstanding amount against their connection. Upon dues clearance, reconnection can be applied through:

1. Customer Login section on website: www.tatapower-ddl.com
2. **My Tata Power App**– By clicking on 'My Account' tab

Documents required for reconnection are as follows:

- i. **No documents are required if consumer applies for reconnection within 7 days of disconnection after 7 days documents will be required.**
- ii. **Reconnection, of connection disconnected, on account of non-payment of dues/outstanding amount**
 - a) Govt. issued photo ID proof of RC (Registered Customer) / Beneficiary of connection



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iii. Reconnection, of connection disconnected, on account of instructions from any Statutory Body

- a) Govt. issued photo ID proof of RC (Registered Customer) / Beneficiary of connection
- b) Revocation order by the concerned statutory body

Q4. Within how much time can a customer apply for the reconnection?

Ans. Reconnection can be applied within 6 months from the date of disconnection. (*For reconnection charges refer to Q.5*). In case the reconnection is applied post 6 months from the date of disconnection date, then:

Reconnection will not be allowed

- 1. Customer will be required to surrender the existing disconnected meter/connection after clearing all dues
- 2. Customer will have to apply for a new connection by completing all new connection formalities

Q5. What are the charges for Reconnection?

Ans. [Click here to View](#) Reconnection charges.

Q6. How does a customer apply for disconnection/surrendering of connection and Security Refund?

Ans. Customers can apply for Meter Disconnection/Removal through any one of the following:

- a) Tata Power-DDL Website - Customer Login section on website: www.tatapower-ddl.com
- b) My Tata Power App– By clicking on 'My Account' tab on Mobile App.

Documents required for disconnection/surrendering of connection and security refund are:

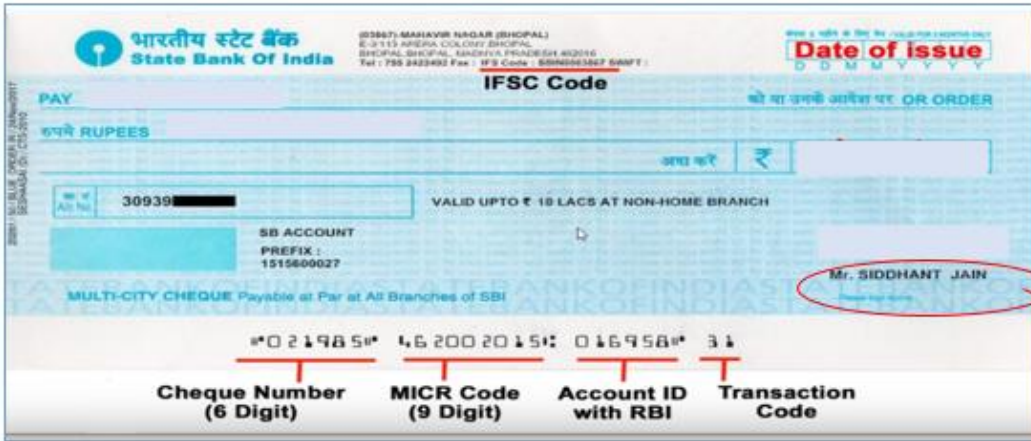
- 1. Applicant is the existing RC (Registered Customer):
 - a). Govt. issued photo ID proof
 - b). Copy of cancelled Cheque/copy of passbook
- 2. Applicant is not the existing RC (Registered Customer):
 - a) Govt. issued photo ID proof
 - b) Ownership Proof in the name of Applicant for address where meter is installed
 - c) Legal Heir NOC/Relinquishment Deed in case the RC has passed away
 - d) ID Proof of all the children with Legal Heir NOC (if deceased is the parent of anyone claiming the security amount)
 - e) Copy of cancelled Cheque/copy of passbook (if situation (d) applies)



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Q7. What is the format of a cancelled cheque to be submitted for Security Refund?

Ans. Below is the specimen of a cancelled cheque listing the format required:



TATA POWER DELHI DISTRIBUTION LIMITED

A Tata Power and Delhi Government Joint Venture