



Roshni

Tata Power-DDL's Corporate Mascot

FAQs - PAYMENT

Q1. What are the different avenues/modes available for making payment?

Ans. Customers can make payment through following online & offline modes.

- **Online Modes**
 - a) Unified Payment Interface (UPI)
 - b) TPDDL Website
 - c) My Tata Power App
 - d) RTGS / NEFT
 - e) BBPS (Bharat Bill Payment System) through various mobile applications such as Paytm, Phonepe, Amazon Pay, Google Pay, Mobikwik, Free-charge etc.
 - f) NACH
- **Offline Mode** - TPDDL Collection Centers

Q2. Cheque payment to be done in favor of?

Ans. Cheque payment need to be made in the favor of Tata Power-DDL followed by CA No.

For example: -

'Tata Power Delhi Distribution Ltd CA No XXXXXXXXXXXX' or

'TPDDL CA NO XXXXXXXXXXXX' or

'Tata Power-DDL CA NO XXXXXXXXXXXX'

Q3. Which cards are being accepted at Tata Power-DDL for bill payment?

Ans. All types of Credit/Debit cards are acceptable for bill payment.

Q4. What are the timings of Tata Power-DDL Bill payment centers?

Ans. All Tata Power-DDL Bill payment centers remain open from Monday to Saturday. To check location and timings, please [Click Here](#).

Q5. How to make online payment of Bills?

Ans. You can make online payments in the following ways:

- a) My Tata Power App
- b) TATA Power-DDL Website www.tatapower-ddl.com
- c) Online payment platforms such as Paytm, Mobiwik, Phonepe, amazon pay etc.



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Q6. What are the options available in case a customer wants to check his/her previous payment details?

Ans. A customer can get information about payments, or any other details related to a connection, through:

- a) My Tata Power App
 - b) Tata Power-DDL Website www.tatapower-ddl.com
- Customer may log in to his account and select the options available as per requirement like Account Information, Billing Details, Consumption Details, and Payment History etc.
 - Also, a customer can get last 5 payment details by sending following SMS to 56070: "TPDDL PMNTXXXXXXXXXXXX" (X denotes 11 digits CA No).

Q7. Where can a customer approach to register his/her payment related complaint?

Ans. A customer can register his/her complaints through the following options:

- a) My Tata Power App
- b) Tata Power-DDL Website www.tatapower-ddl.com
- c) Call at 24X7 Toll Free Sampark Kendra Helpline Number 19124
- d) Visit nearest Customer Care Centre

Q8. When will my online payment be updated in my account?

Ans. Online payment shall be reflected in your account within 4 hours of payment.

Q9. What are the consequences, if a customer has not paid his/her bill?

Ans. Disconnection Notice is served on non-payment of bills and if the dues are not paid even after 15 days of notice period, connection will be disconnected.

Q10. What is the rate of Late Payment Surcharge (LPSC) and how it is charged to Customer?

Ans. Late Payment Surcharge @18% pa will be applicable in case of non-payment of bill within the due date. It is charged/calculated on per day basis from the due date of bill to the date of payment.

Q11. What will happen customer had paid his bill against wrong CA?

Ans. In case customer has made payment against wrong CA, he/she need to register complaint for wrong payment adjusted through following options:

- a) My Tata Power App
- b) Tata Power-DDL Website www.tatapower-ddl.com
- c) Call at 24X7 Toll Free Sampark Kendra Helpline 19124



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Q12. What are documents required for registering Wrong payment adjusted request?

Ans. A customer can register Wrong payment adjusted request at Tata Power-DDL Website www.tatapower-ddl.com by submitting following documents:

- a) Govt. issued ID proof of Registered Customer (RC)/Owner
- b) Bank Statement showing the relevant transaction
- c) Undertaking/ Consumer's Request Letter
- d) Bill Payment Receipt (Original in case of payment made through cash)

[Click Here](#) to view the format of Undertaking

Q13. What if customer had done double/multiple payments against his bill?

Ans. In case customer has done double/multiple payments against his bill, the same shall be adjusted in the next bill. However, if the customer wants to get the amount refunded, he/she can register the request under the head 'Refund of other charges' through following modes:

- a) Tata Power-DDL Website www.tatapower-ddl.com
- b) My Tata Power App
- c) Call at 24X7 Toll Free Sampark Kendra Helpline 19124

Q14. What will happen if customer's cheque gets dishonored?

Ans. A penalty of Rs.200/- will be charged towards cheque handling charges. Further, LPSC @ 18% pa will also be levied till the unpaid amount is cleared. Also, in the event of non-payment after cheque dishonor, legal suit under Negotiable Instruments Act may be filed for dishonor of cheque under specific reasons.

Q15. How should customer pay, if his cheque gets dishonored?

Ans. As per new directive issued by DERC for FY 2017-18, in case of Cheque dishonor, customer needs to pay through fresh Cheque. Provided also that, if a payment, by the customer, through cheque, gets dishonored for the second time in a consecutive period of twelve months, the payment for next six billing cycles, shall be received only by Demand Draft or through electronic mode.

Q16. In case of cheque dishonor, can customer get his original cheque back?

Ans. Original documents cannot be returned. However, photocopy/scanned copy of the dishonored Cheque can be provided by contacting the following:

- Call at 24X7 Toll Free Sampark Kendra Helpline Number 19124 or
- Email at customercare@tatapower-ddl.com

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Q17. What does the term NACH refer to?

Ans. National Automated Clearing House (NACH) is a fund clearing platform set up by National Payments Corporation of India (NPCI) similar to the existing Electronic Clearing System (ECS) of RBI. To know more about NACH and its benefits, activation/deactivation process, please [Click Here](#)

Q18. What is NEFT & RTGS?

Ans. National Electronic Funds Transfer (NEFT) / Real Time Gross Settlement (RTGS) is a facility introduced by the Reserve Bank of India (RBI), which is a nationwide electronic funds transfer system to move funds from any bank branch in any part of country to any other bank branch in another part of the country.

To know more about NEFT/RTGS, its Payment procedure and benefits, please [Click Here](#)

Q19. Can electricity bill payment of amount greater than Rs.20000 be accepted through all modes?

Ans. As per DERC, the payment of monthly electricity bill of all categories of consumers except Domestic, Agriculture & Mushroom Cultivation exceeding Rs. 20,000/- shall necessarily be paid digitally through various platforms like NEFT, RTGS, IMPS, Credit Card, Debit Card, Wallets (like PayTM, Google Pay) etc.

Q20. Can electricity bill payment of amount greater than Rs.4000 be accepted through cash?

Ans. As per DERC, no payment shall be accepted by the Distribution Licensees from its consumers at its own collection centres/mobile vans in cash towards electricity bill exceeding Rs. 4,000/- except from blind consumers, for court settlement cases & payment deposited by the consumers at designated scheduled commercial bank branches up to Rs. 50,000/-.