



**TATA POWER-DDL**



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## FAQs - NEW CONNECTION

### Q.1 How to register for a New Connection?

**Ans.** To register a new connection request, customers may use following options:

- Online through Customer Services section on our website [www.tatapower-ddl.com](http://www.tatapower-ddl.com) (mandatory for load above 50 KW)
- Type TATA POWER-DDL NEW and send to 56070 (applicable for load upto 49 KW)
- Call our 24 Hrs. Toll Free Sampark Kendra 19124 (applicable only for loads upto 100 KW)
- Visit nearest District Customer Care Centre (applicable for load upto 49 KW only).

### Q.2 In How many days the connection is provided

**Ans.** A new connection shall be provided within 7 days where no RoW/Augmentation is required and 15 days where RoW is required.

### Q.3 What are steps to providing a new connection?

**Ans.** A new connection shall be provided with 3 steps

1. Application to utility & site inspection
2. Load sanction & demand note generation
3. External connection and meter installation

### Q.4 How to calculate the load to be applied for?

**Ans.** Sanctioned load means the load in Kilo Watt, which is agreed to be supplied to the customer. The Sanctioned Load may be calculated by the simultaneous use of load (machines, appliances, fans, lights etc.) at any duration. For example: During Summer, AC Load shall be included for Sanctioned Load and Geyser shall not be, as both are normally not used together.

### Q.5 What are the documents required?

**Ans.** [Click here to download.](#)

### Q.6 What are the charges?

**Ans.** [Click here to view New Connection Charges.](#)

**TATA POWER DELHI DISTRIBUTION LIMITED**

A Tata Power and Delhi Government Joint Venture



**Q.7 What is meant by Demand Note?**

**Ans.** Demand Note refers to a payment note issued to the customers to make payments required (w.r.t. Consumption deposit, Service line charges/estimation charges) for providing the new connection/attribute change etc.

**Q.8 Why is it essential to verify Electricity dues for property before applying for new connection? How customer can get the same checked from TATA Power-DDL?**

**Ans.**

- Electricity dues are attached to the premises and not to the person.
- Old dues may be in the name of some other person but it is the responsibility of the existing owner or the user of the premise to keep the premise clear of any electricity dues to be eligible to get the electricity connection.
- The existing user or applicant of the connection may either make the payment themselves or ask the former owner to clear the dues. It is therefore always advisable to *ensure before purchasing or occupying the property that it is clear from any electricity dues and/or have a specific clause for ownership of electricity dues in the relevant document for transfer of ownership of property.*
- It is also clarified that in sub-divided properties, the dues of original plot/property will also be payable by existing owners of sub-divided properties in the ratio of occupancy.

For getting NOC regarding electricity dues on purchase of property customer may register request at Sampark Kendra

- District Customer Care Centre; in case of any further clarification with regard to specific case,
- CMG (Connection Management Group) Hearing Cell Keshav Puram from 9:30 am to 12:30 pm from Monday to Friday (Except Public Holidays) or
- District Customer Care Centre to meet Customer Relations Executive for video conferencing with concerned group, after fixing an appointment by calling our 24X7 Toll Free Sampark Kendra 19124.

**Q.9 What are the possible reasons for my application to be rejected?**

**Ans.** An application for new connection may be rejected due to reasons including but not limited to following:

- Documents not complete
- Wrong / forged information regarding address, supply type etc.
- Demand Note not paid
- Dues on premises not paid
- Wiring incomplete
- ELCB not installed
- Separate dwelling unit not found (in case of separate connection for floor system)
- Unsafe location [Pole encroachment]



**Q.10 In case of request cancellation, how do customer submit the requisite documents?**

**Ans.** Request can be cancelled/Rejected for various reasons mentioned in Q.9. In case of request cancellation, customers can upload the deficit documents on our website [www.tatapower-ddl.com](http://www.tatapower-ddl.com) on Path: **Home > Customers > Connection Related Service > UPLOAD DEFICIT DOCUMENT** or E-Mail the documents at customer care ID: [customercare@tatapower-ddl.com](mailto:customercare@tatapower-ddl.com).

**Q.11 In what conditions second electric connection can be given to separate dwelling?**

**Ans.** Wherever, one dwelling unit has been sub-divided and separate kitchen as well as separate entry is available, second electric connection may be given to the lawful occupant.

**Q.12 What is ELCB and what is its importance?**

**Ans.** ELCB (Earth Leakage Circuit Breaker) is a Earth Leakage Protective device, that detects even a small stray of current leakage to earth in one's premise, and automatically trips and disconnects the electricity supply to the premise/equipment's, thus preventing any untoward incidents. Another useful benefit of installing an ELCB device is that it also detects faulty and intermixed internal wiring.

**Q.13 What is the procedure to get a New street light connection?**

**Ans.**

- Tata Power-DDL is only responsible for maintaining and supplying electricity to Streetlights. Whereas, the installation of streetlights, being a civic amenity, is the responsibility of local land owning authority.
- Hence, requesting our customers to contact local land owning authority (LOA's) of their area (like MCD, DDA etc.) for the subject matter.
- After consideration of request, a joint inspection by Tata Power-DDL staff and governing authority officials will be conducted. Once everything is approved, a fund will be raised by the authority for Tata Power-DDL and only then new street lights will be installed or land owning agencies may install street lights on their own.

*For any complaint about functionality of street lights, please contact our 24X7 Toll Free Sampark Kendra 19124.*

**Q.14 What are Service Line Cum Development (SLD) charges? Why are these charged and under what circumstance? How much are the charges?**

**Ans.**

- Service Line cum Development (SLD) charges are the charges levied by Tata Power-DDL through demand note (wherever new connection/reconnection /load enhancement request is being processed) towards expenditures including the cost of service line and all other associated expenses. The charges are based upon the sanctioned load requirement and irrespective of the length of the Service Line (as per DERC guidelines).
- Service Line is an asset of Tata Power-DDL and therefore the replaced service line cannot be handed over to customers. However, if Service Line Charges are paid by customer for load enhancement, Tata Power-DDL is bound to change the Service Line.
- If service line is not replaced for load enhancement, customer may ask for refund of the Service Line Charges already Details of the SLD charges are given as under in [Table 1.2](#).



**TATA POWER-DDL**

**For Areas developed by developers:**

For areas developed and sponsored by development agencies like Delhi Development Authority, Municipal Corporation of Delhi, Public Works Department or Private Developers, the electrification shall be carried out by Tata Power-DDL after charging 50% of cost towards High Tension (HT) feeders, sub-station including civil works, LT feeders and 100% cost towards service line and street lights.

**Q.15 What is Tata Power-DDL's role in providing connection to Illegal or unauthorized Construction?**

**Ans.** Tata Power-DDL is a power distribution utility and is governed under regulation of Delhi Electricity Regulatory Commission. Tata Power-DDL provides the electricity connection as per prescribed documents. There are various statutory agencies and public utilities entrusted with specific responsibility, rights and obligation.

Accordingly, Tata Power-DDL has no Expertise or Rights to determine or declare any construction as unauthorized or illegal. If and when we are informed about any construction being illegal or unauthorized by any judicial or statutory body, we take the appropriate action as suggested by them. We, therefore, request the customers with such complaints to approach land development agencies like DDA or judicial body for taking appropriate measure against the defaulters.