TATA POWER-DDL

FAQs - PAYMENT

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

Ans. Customers can make payment through:

- **Offline Modes**
  a) TPDDL Collection Centres/ Any Time Payment Machine (ATPM)
  b) Drop Box installed at Axis Bank branches & ATMs.
- **Online Modes**
  a. Mobile Wallets such as Paytm, Phonepe, Amazon Pay, Google Pay, Mobikwik, Free-charge
  b) Unified Payment Interface (UPI)
  c) TPDDL Website
  d) TPDDL Connect App
  e) RTGS / NEFT
  f) BBPS (Bharat Bill Payment System)
  g) Cash (Prepaid) Cards
  h) NACH
  i) Electronic Bill Payment & Presentment (EBPP)

Q2. Cheque payment to be done in favor of?

Ans. Cheque payment needs to made in favour of Tata Power-DDL. The same can be done as per below represented:

"Tata Power Delhi Distribution Ltd CA No XXXXXXXXXXX" or
"TPDDL CA NO XXXXXXXXXXX"

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 andtimings, please Click Here.

Q5. What are the timings of Any Time Payment Machines (ATPM)?

Ans. All the ATPM locations are open from Monday to Saturday. To check location and timings. Click Here to view the timings of ATPM counters.

Q6. How to make online payment of Bills?

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

a) Tata Power-DDL Connect Mobile 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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Q7. 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) Tata Power-DDL Connect Mobile 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 PMNTXXXXXXXXXXX" (X denotes 11 digits CA No).

Q8. 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) Tata Power-DDL Connect Mobile App
b) Tata Power-DDL Website www.tatapower-ddl.com
c) Call at 24X7 Toll Free Sampark Kendra Helpline Number 19124 or

Q9. When will my online payment be updated in my account?

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

Q10. 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.

Q11. What is the rate of Late Payment Surcharge (LPSC) and how it is charged to Customer?

Ans. LPSC means Late Payment Surcharge applicable due to non-payment of bill within the due date. It is charged/calculated onbasis of No. of days i.e. from due date of bill payment to date of payment as the prescribed rates (presently 18% per annum).

Q12. What if customer's cheque bounces?

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

Q13. What if customer had paid his bill against wrong CA?

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

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

Q14. What are documents required for registering Wrong payment adjusted?

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

a) Govt. issues ID proof of Registered Customer (RC)/Owner
b) Payment Receipt & Bank Statement and Payment Receipt &
c) Undertaking in case of payment made through cash

Click Here to view the format of Undertaking

Q15. What if customer had submitted double payment against his bill?

Ans. In case customer has submitted double payment against his current bill, the same shall be adjusted in the next bill.

However if the customer wants to get the amount refunded, he/she can register request for Refund of other charges through following modes:

a) Tata Power-DDL Website www.tatapower-ddl.com

b) Call at 24X7 Toll Free Sampark Kendra Helpline 19124

Q16. Can customer get back his original cheque?

Ans. Original documents cannot be returned. However, photocopy/scanned copy of the bounced 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

Q17. How should customer pay, if his cheque bounces?

Ans. As per new directive issued by DERC for FY 2017-18, in case the Cheque Bounces, 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 electronic mode.

Q18. What does the term NACH refer to?

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

Q19. What is NEFT & RTGS?

Ans. NEFT(National Electronic Funds Transfer) / RTGS (Real Time Gross Settlement) 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