



FAQs - PAYMENT

Q.1 What are the different avenues/modes available for making payment?

Ans. To know about bill payment avenues, please [click here](#).

Q.2 Cheque payment to be done in favor of?

Ans. "Tata Power Delhi Distribution Ltd CA No XXXXXXXXXXXX" or "TPDDL CA NO XXXXXXXXXXXX"

Q.3 Which cards are being accepted at Tata Power-DDL for bill payment?

Ans. All types of Credit/Debit cards are acceptable for bill payment. Mastercard/Visa cards/Diners cards are accepted for making bill payments (Diners cards are accepted only on our website).

Q.4 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](#).

Q.5 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, please [Click Here](#).

Q.6 How to make online payment of Bills?

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

- Through Tata Power-DDL Connect Mobile App
- To pay through TATA Power-DDL website, please [click here](#).
- Through payment wallets like Paytm, Mobiwik, UPI Yes Bank.

Q.7 What options are 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 the following:



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- Tata Power-DDL Connect Mobile App
- On 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, Payment History.
 - Also, a customer can get last 5 payment details by sending following SMS to 56070: "TPDDL PMNTXXXXXXXXXX" (X denotes 11 digits CA No).

Q.8 Where can a customer approach to register his/her payment related complaint?

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

- Tata Power-DDL Connect Mobile App
- To register payment related complaint through TATA Power-DDL website please [click here](#).
- Call at our 24X7 Toll Free Sampark Kendra Helpline Number 19124 or
- Visit your respective District Customer Care Center (Timings - 9:30 AM to 6:00 PM from Monday to Friday & 9:30 AM to 1:00 PM on Saturdays)

Q.9 When will my online payment be updated in my account?

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

Q.10 What are the consequences, if I have not paid my bill?

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

Q.11 What is the rate of Late Payment Surcharge (LPSC) and how it is charged to Customer?

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

Q.12 What if my cheque bounces?

Ans. Rs. 200/- will be charged towards Cheque Handling Charges. Further, LPSC @ 18% will also be levied till we get cleared amount.

Q.13 Can I get back my original cheque?

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

- Call at our 24X7 Toll Free Sampark Kendra Helpline Number 19124 or
- Visit your respective District Customer Care Center (Timings - 9:30 AM to 6:00 PM – Mon to Fri/ 9:30 AM to 1:00 PM – Sat)
- Email at customercare@tatapower-ddl.com



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Q.14 How should I pay, if my 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 consumer 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.

Q.15 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](#)

Q.16 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](#)