



Tariff applicable w.e.f. 01-September-2020 as per DERC (for detail please visit www.derc.gov.in)

Category	Fixed Charges per month	Units per Month	Energy Charges
Domestic	Upto 2 kW	0-200 units	₹ 3.00/kWh
	>2 kW and ≤5 kW	201-400 units	₹ 4.50/kWh
	>5 kW and ≤15 kW	401-800 units	₹ 6.50/kWh
	>15 kW and ≤25 kW	801-1200 units	₹ 7.00/kWh
	>25 kW	above 1200 units	₹ 8.00/kWh
Single Points Delivery Supply at 11kV for GHS	₹ 150/kW	₹ 4.50/kWh	
Non-Domestic	upto 3kVA		₹ 6.00/kVAh
	above 3kVA		₹ 8.50/kVAh
	Industrial		₹ 7.75/kVAh
	Agriculture		₹ 1.50/kWh
	Public Utilities		₹ 6.25/kVAh
Advertisement & Hoardings	₹ 250/kVA	₹ 8.50/kVAh	
Charging Station for E-Rickshaw/E-Vehicle on single point delivery		LT	4.50/kWh
		HT	4.00/kVAh

TOD tariff shall be applicable on all consumers (other than Domestic) whose sanctioned load/MDI (whichever is higher) is 10kW/11kVA and above

Months	TOD hours	Surcharge	Rebate
May to Sept	Peak Hours	14:00 to 17:00 hrs 22:00 to 01:00 hrs	20%
	Off Peak Hours	04:00 to 10:00 hrs	20%

- Surcharge @ 8% is applicable on fixed & Energy Charges w.e.f. 01-Jul-2021.
- Pension Trust Surcharge @ 5% on Fixed and Energy charges w.e.f. 01-Sep-2020
- Rebate of 3%, 4% & 5% on the Energy Charges for supply at 11kV, 33/66kV and 220 kV shall be applicable.
- For prepaid consumers, the additional rebate of 1% shall be applicable on the basic Energy Charges, Fixed Charges and all other charges on the tariff applicable.
- For all categories other than Domestic, Fixed/Demand Charges are to be levied based on billing demand per kW/kVA or part thereof. Where the Maximum Demand (MD), as defined in DERC (Supply Code and Performance Standards) Regulations, 2017, reading exceeds sanctioned load/contract demand, a surcharge of 30% shall be levied on the fixed charges corresponding to excess load in kW/kVA for such billing cycle only. Wherever, sanctioned load/contract demand is in kW/HP, the kVA shall be calculated on basis of actual power factor of the consumer, for the relevant billing cycle and in case on non-availability of actual Power Factor, the Power Factor shall be considered as unity for sanctioned load/contract demand upto 10kW/11kVA.

Power Purchase Cost Adjustment Charge Details for FY 2018-19, 2019-20 and 2020-21

Period	Rate	Period	Rate	Period	Rate
*14.08.18 to 16.05.19	4.5% (Provisional)	17.11.19 to 16.02.20	4.5% (Provisional)	*01.03.20 to 18.08.20	2.644% (Differential)
17.05.19 to 16.08.19	8.06% (Final)	17.02.20 to 16.05.20	4.5% (Provisional)	17.08.20 to 16.11.20	1.92% (Provisional)
17.08.19 to 16.11.19	11.55% (Final)	17.05.20 to 16.08.20	4.5% (Provisional)	19.08.20 to 31.03.21	7.14% (Differential)

Complaint Management : Three Tier Grievance Redressal Structure/ शिकायत प्रबंधन

**Complaint Registration and Status Update/शिकायत का पंजीकरण एवं वर्तमान स्थिति**

You may contact us through any of the following touch points/आप किसी भी निम्नलिखित/संपर्क/शिकायत के लिए नीचे दिए गए बिन्दुओं से किसी का संपर्क किसी का संपर्क करने हमसे संपर्क कर सकते हैं -

- Sampark Kendra/सम्पर्क केंद्र (19124)
- District Customer Care Centres/जिला उपभोक्ता सेवा केंद्र (9:30 AM to 5:30 PM-Mon-Fri/सोम-शुक्र 9:30 AM to 1:00 PM-Sat/शनि)
- Online through Complaint section on Tata power-DDL Website www.tatapower-dtl.com or e-mail at customercare@tatapower-dtl.com
- To report Harassment, unethical Practice or Theft/असह्य प्रथा, अनैतिक व्यवहार, चिन्ता की चोरी और चुराव व शिकायत के लिए 99124 पर संपर्क कर सकते हैं or write to us at vigilance@tatapower-dtl.com

**Complaint Management: Three Tier Grievance Redressal Structure**  
Tier-I (Tata Power-DDL Complaint Escalation & Redressal Structure)

If not satisfied with the resolution received, you may visit the District Customer Care Centre and meet the following officials with complete details/यदि उपर्युक्त किसी भी निम्नलिखित/शिकायत के संबंध में पूर्ण कार्रवाई से संतुष्ट नहीं है तो आप जिला उपभोक्ता सेवा केंद्र जाकर नीचे दिए गए अधिकारियों से संपर्क कर सकते हैं।

- Level 1 - Customer Relations Executive (CRE)/उपभोक्ता सहायक अधिकारी
- Level 2 - Customer Service Manager (CSM)/District Manager/उपभोक्ता सेवा प्रबंधक/जिला प्रबंधक अधिकारी (on any working day/किसी भी कार्य दिवस पर)
- Level 3 - Circle Head (with prior appointment through Customer Service Manager)/सर्किट प्रमुख (उपभोक्ता सेवा प्रबंधक के कक्ष से पूर्व अनुमति प्राप्त करें)
- Level 4 - Head (Customer Services)/समूह प्रमुख (उपभोक्ता सेवा)

Customer Complaint Analysis Group (CCAG), उपभोक्ता शिकायत विस्तारण समूह  
TATA Power Delhi Distribution Limited, CENCARE Building, Opposite C-2, Lawrence Road, Keshav Puram, Delhi-110035. Email: ccag@tatapower-dtl.com

**TIER-II (Independent Forum-CGRF)**

If customer is still not satisfied with the resolution/response, after exhausting all complaint handling, escalation and redressal mechanism at TPDDL, in respect of grievances like new connection, Billing, Metering, Power Outage, Load Shedding, Load Enhancement/Reduction, Disconnection, Reconnection of Power Supply, Name Change, Street Lights, Transfer of Connection, then customer may approach

Consumer Grievance Redressal Forum (CGRF), Sub-Station Building, Police Colony, Model Town-11, Delhi - 110009, Tel: 011-27463809, Email: cgrf@tatapower-dtl.com

Note: Forum shall not entertain a complaint if it pertains to the subject matter for which proceeding are pending before any court. Further, forum does not have jurisdiction to adjudicate on matters related to assessment in relation to unauthorized use of electricity, Appeal against the assessment, Theft of Electricity, Power to adjudicate, Compounding of offences, Notice of accidents and inquiries etc. which fall U/s 126, 127, 135, 139, 143, 152 & 161 of Indian Electricity Act, 2003.

**TIER-III (Independent Forum-Electricity Ombudsman)**

If not satisfied with CGRF order, an appeal against CGRF orders may be filed with the electricity Ombudsman, B-53, Pashchim Marg, Opp. Tagore International School, Vasant Vihar, New Delhi-110057.  
Email: elect\_ombudsman@yahoo.com

As per GoNCTD order no. F.11(111)/2012/Power/Vol-III/1417-1427 dated 20-Apr-2020 for FY 2020-2021

- Subsidy to domestic consumer will be applicable as below:
  - Subsidy will be provided equivalent to the entire current month bill charges utilizing consumption upto 200 units per month.
  - Subsidy will be provided upto Rs. 800 per month utilizing consumption between 201-400 units per month. This category of consumer will not get subsidy at (i) above. No subsidy to be given in case the consumption is above 400 units.
- Subsidy to Agriculture consumer will be applicable on existing tariff as Rs. 105/kWh/month on fixed charges.
- Disclaimer: "This electricity bill is only for electricity supply to the premises occupied by the consumer and should not be construed as having bearing on the rights or titles over the premises"/यह बिजली बिल उपभोक्ता द्वारा अपने अधीन परिचर क्षेत्र के लिए केवल बिजली सप्लाई से सम्बंधित है यह वह उस परीचर क्षेत्र के ऊपर स्वामित्व प्रस्ताव अधिकार के लिए प्रमाण है नहीं साबित जाएगा।
- Please ensure "No Dues Certificate on the premise" is obtained from Tata Power DDL against the property prior to Sale/Purchase to avoid any inconvenience in future. (नियंत्रण में होने वाली किसी भी जग्गी/प्लॉट से पहले, बिक्री/खरीद/प्लॉट के पूर्व, टाटा पावर-डीडीएल से 'नो ड्यूस प्रमाण-पत्र' अलग प्राप्त करें।)
- Notice: In event of all dues (incl. previous bill's arrear) non-payment by due date, connection shall be disconnected after expiry of 15 days notice period as per sec 56(1) of EA, 2003. (नोटिस: शिल्लत अधीनस्थ 2003, ब्याज 56(1) के अंतर्गत नॉटिस देने के 15 दिनों के बाद देय राशि (पिछले बिलों के बकाया राशि) पर दस्तावेज नो बिल होने पर कनेक्शन की जग्गी/प्लॉट बंद करने के लिए कटाव होने।)

General Information / सामान्य सूचना

- बिल राशि Rs 4000/- से अधिक होने पर मुद्रातान Cheque/Demand Draft/Online modes द्वारा करें।
- Debit/Credit card द्वारा Rs 5000/- से अधिक बिल राशि के मुद्रातान पर Processing charges उपभोक्ता द्वारा देय होगी।
- Cheque Bounce होने पर Negotiable Instrument Act, 1881 की धारा 138 के तहत कानूनी कार्यवाही की जा सकती है। बिजली कनेक्शन कटा जा सकता है एवं Cheque वापसी शुल्क 200/- वसूल जायेगा।
- यदि बिलिंग चक्र से अधिक बिजली प्रयोग नहीं करने की स्थिति में सम्पर्क केंद्र या संबंधित जिला उपभोक्ता सेवा केंद्र को सूचित करें।
- बकाया राशि के मुद्रातान ना करने पर LPSC की गणना प्रतिदिन के आधार पर 18% प्रतिवर्ष की दर से होगी।
- यूएनए किसी भी कार्यवाही आगमक पास आने वाले प्रत्येक टाटा पावर-डीडीएल कर्मचारी के पहचान पत्र की जांच आवश्यक करें। इसके लिए आप सम्पर्क केंद्र या मोबाइल एप पर बैंक कर सकते हैं।
- In event of non-receipt of bills, a copy of the bill can be downloaded from Website or Mobile App.
- As per the DERC Guidelines, Reference Regulation Number of Supply Code Regulations 26, Special Meter Reading Charges, for LT Connection: INR 50/- only and for HT Connection: INR 200/- only

Mode of Payment

Payment Outlets	Mode of Payment	Timings
Tata Power-DDL collection Counters	Cash / Cheque / DD, Any Time Payment Machine (ATPM)	9:00 AM - 5:00 PM *
ITZ Cash/ Oxcash Cards	Cash Cards	9:00 AM - 6:00 PM *
Online Payment at www.tatapower-dtl.com	Net-Banking / Credit / Debit Card	24 Hours
Mobile Wallets / Apps	Paytm, Phonepe, Mobikwik, Freecharge, Airtel money, etc.	
Axis Bank/ATM Branches-Drop Boxes	Cheque / DD	
Citi Bank / HDFC Bank	NEFT / RTGS, IMPS	As per Bank timings
Yes Bank Branches	Cash / Cheque / DD	

\* For specific timings, kindly visit our website www.tatapower-dtl.com

Avail WhatsApp Services Through Registered Mobile Number (RMN)

No Power Supply (NPS) complaints can now be registered through the following modes:		Electricity Bill on Whatsapp	
Missed Call Service @ 96196 19124 through Registered Mobile No (RMN)	NPSPH<space><RMN> or NPSPH XXXXXXXXXX	For Whatsapp Opt in give missed call at 7303482071 from RMN	
WhatsApp @ 7303482071	NPSCA<space><CA no> or NPSCA XXXXXXXXXX	Duplicate Bill on WhatsApp @ 7303482071	BILL<space><CA No.>

Stay Safe, Stay Indoors!

Easy opt-in for e-bill available through WhatsApp now!

To opt, just give us a missed call through your registered mobile no. on our WhatsApp no.

**7303482071**  
and get your bill.

**FLAT**

**₹50**

**CASHBACK**

On your 1st ever electricity bill payment

Valid 1<sup>st</sup> Oct to 1<sup>st</sup> Nov, 2020 | T&C apply

**YOUR SAFETY IS OUR PRIORITY!**

Tata Power-DDL promotes self-meter reading to ensure consumer safety during COVID-19

Use Self-reading feature in TPDDL Connect App

GET SMART POWER TIPS BY ROSHNI

VISIT TATA POWER-DDL'S WEBSITE AND CLICK ON 'MEET ROSHNI' TAB

STOP PAPER BILLS AND BECOME A GREEN CUSTOMER BY OPTING FOR E-BILLS VIA CUSTOMER LOGIN SECTION ON WWW.TATAPOWER-DDL.COM OR BY CALLING ON 19124

#PoweringUpAgainstCorona

SOCIAL DISTANCING | WEAR A MASK | WASH YOUR HANDS WITH SOAP

Please Install Earth Leakage Protective device (ELCB) for All Connection for Safety of People and Appliances. It is mandated by CEA and DERC Guidelines.

with you Non-Stop

Regd. Office: TATA Power Delhi Distribution Limited, NDPL House, Hudson Lines, Kingsway Camp, Delhi- 110009. CIN: U40109DL2001PLC111526 ; GSTIN NO. - 07AABCN6808R12V, PAN No: ABCN6808R ; HSN Code: 27160000, ELECTRICAL ENERGY