

Tariff applicable w.e.f. 01-October-2021 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	₹ 20/kW	0-200 units ₹ 3.00/kWh
	>2 kW and ≤5 kW	₹ 50/kW	201-400 units ₹ 4.50/kWh
	>5 kW and ≤15 kW	₹ 100/kW	401-800 units ₹ 6.50/kWh
	>15 kW and ≤25 kW	₹ 200/kW	801-1200 units ₹ 7.00/kWh
	>25 kW	₹ 250/kW	above 1200 units ₹ 8.00/kWh
Single Points Delivery Supply at 11kV for GHS	₹ 150/kW		₹ 4.50/kWh
Non-Domestic	upto 3kVA	₹ 250/kVA	₹ 6.00/kVAh
	above 3kVA	₹ 250/kVA	₹ 8.50/kVAh
Industrial	₹ 250/kVA		₹ 7.75/kVAh
Agriculture	₹ 125/kW		₹ 1.50/kWh
Public Utilities	₹ 250/kVA		₹ 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

Detail of Power Purchase Cost Adjustment Charge Rates

for detail please visit <https://www.tatapower-ddl.com/regulations-and-compliance/tariff-related/power-purchase-adjustment-charges>

Period	Rate	Period	Rate
23.01.25 to 22.04.25	8.75%	01.02.25 to 30.04.25	12.89%
23.04.25 to 22.07.25	8.75%	01.05.25 to 31.07.25	10.47%
23.07.25 to 22.10.25	Nil	01.08.25 to 31.10.25	7.36%

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/सुझाव/शिकायत के लिए नीचे दिए गए विकल्पों में से किसी का चयन करके किसी का चयन करके हमसे संपर्क कर सकते हैं -

- Sampark Kendra/संपर्क केंद्र (19124)
- District Customer Care Centres/ज़िला उपभोक्ता सेवा केंद्र (9:30 AM to 5:30 PM-Mon-Fri/रोजाना 9:30 AM to 1:00 PM-Sat/शनि)
- Online through Complaint section on Tata power-DDL Website www.tatapower-ddl.com or e-mail at customer-care@tatapower-ddl.com
- To report Harassment, unethical Practice or Theft/अपमान/नैतिक व्यवहार, चोरी की घटना या चोरी के लिए 19124 पर संपर्क कर सकते हैं or write to us at vigilance@tatapower-ddl.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 आप अपने किसी भी निवेदन/शिकायत के संबंध में हुए कार्यवाही से संतुष्ट नहीं हैं तो आप जिला उपभोक्ता सेवा केंद्र जाकर नीचे दिए गए अधिकारियों से संपर्क कर सकते हैं

- Level 1 - Customer Relations Executive(CRE)/उपभोक्ता संबंध 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)/रेजिस्टर प्रमुख (उपभोक्ता सेवा प्रबंधक के माध्यम से पूर्व अनुमति प्राप्त करें)

Level 4

- Head-(Customer Services)/संयुक्त प्रमुख (उपभोक्ता सेवा)
Customer Complaint Analysis Group(CCAG), उपभोक्ता शिकायत विश्लेषण समूह, Email: ccag@tatapower-ddl.com
- Internal Consumer Grievance Redressal Cell
WebLink - <https://www.tatapower-ddl.com/Internal-Grievance-Redressal-Cell>, E-Mail ID - icgrc@tatapower-ddl.com, Helpline No. - 011-66382301
Helpdesk - TATA Power Delhi Distribution Limited, CENCARE Building, Opposite C-2, Lawrence Road, Keshav Puram, Delhi-110035.

TIER-II (Independent Forum-ECGRF)

- 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, Load Shedding, Power Outage, Load Enhancement/Reduction, Disconnection, Reconnection of power supply, Name change, Category Change, Street Lights, Unsafe / Hazardous services, Voltage & Power related, Any Other Grievance under DERC Regulations, 2017 or DERC Guidelines, 2019 or DERC regulations, 2014 or DERC Guidelines, 2024, then customer may approach:-

- Electricity Consumer Grievance Redressal Forum (ECGRF), Sub-Station Building, Police Colony, Model Town-II, Delhi-110009, Tel: +91-9717702316, E-mail: ecgrf@tdpl@gmail.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 assessment, Theft of Electricity, Power to adjudicate, Compounding of offences, Notice of accidents & inquiries etc. Which fall u/s 126, 135 to 141 & 150 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, Pashchimi Marg, Opp. Tagore International School, Vasant Vihar, New Delhi-110057.

Email: elect_ombudsman@yahoo.com

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-2012.
- Pension Trust Surcharge @ 7% on Fixed & Energy Charges is applicable.
- 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. 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.

As per GoNCTD order no. F. 11(106)/2025/Power/2524-2536 dated 09-May-25 for FY 2025-26

- 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/kW/month on fixed charges.

General Information / सामान्य सूचना

- बिल राशि **₹. 4000/-** से अधिक होने पर मुताबिक **Cheque/Demand Draft/Online modes** द्वारा करें।
- Debit/Credit card** द्वारा **₹. 5000/-** से अधिक बिल राशि के मुताबिक पर **Processing charges** उपभोक्ता द्वारा देय होगी।
- DERC tariff order के अनुसार, सभी बिलिंग के उपभोक्ताओं के नविकृत बिजली बिल का मुताबिक, जिसमें Domestic, Agriculture & Mushroom बिलिंग शामिल नहीं है, यदि बिल 20,000/- रुपये से अधिक है, तो उपभोक्ता मुताबिक डिजिटल/ऑनलाइन से, जैसे कि NEFT, RTGS, IMPS, Credit Card, Debit Card, Wallets आदि के माध्यम से अपना अतिरिक्त है। जो 1 अक्टूबर 2022 से लागू है।
- Cheque Bounce** होने पर **Negotiable Instruments 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।
- एक वर्ष के भीतर दो चेक बाउंस होने पर उपभोक्ता ऑनलाइन चेक बाउंस से आगे **6** बिजिल चार्ज के लिए नकद और चेक से बिल का मुताबिक नहीं कर सकता है।
- यदि बिजिल चार्ज से अधिक बिजली प्रयोग नहीं करने की स्थिति में सम्पर्क केंद्र या संबंधित जिला उपभोक्ता सेवा केंद्र को सूचित करें।
- बकाया राशि के मुताबिक या करार पर **LPSC** के तहत प्रतिदिन के आधार पर **18%** प्रतिवर्ष की दर से होगी।
- कृपया किसी भी कार्यवाही आपके पास आने वाले प्रत्येक टाटा पावर-डीडीएल कार्यालयों के चयनित चक्र की जांच अवश्य करें। इसके लिए आप सम्पर्क केंद्र या मोबाइल एप पर चेक 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 Regulation, 2017 clause no. 26 and Schedule of charges thereof, Special Meter Reading Charges for LT Connection : ₹50/- only and for HT Connection : ₹200/- only
- 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"/**डिक्लेमर:** यह बिजली बिल उपभोक्ता द्वारा उनके अधीन परिसर क्षेत्र के लिए केवल बिजली सप्लाई से संबंधित है एवं यह उस परिसर क्षेत्र के उपर स्वामित्व अथवा अधिकार के लिए प्रमाण नहीं प्रस्तुत करता है।
- 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. (नॉन ड्यूस प्रमाण पत्र प्राप्त करने के बिना, संपत्ति खरीद/बिक्री से पूर्व, टाटा पावर-डीडीएल से "नॉन ड्यूस प्रमाण पत्र" अवश्य प्राप्त करें।)

Payment Channels	Mode of Payment	Timings
Online Payment at www.tatapower-ddl.com	Net Banking / Credit / Debit Card	
Digital Online payments	BBPS (Bharat Bill Pay) - QR code on bill Amazon, Paytm, Mobikwik, Freecharge, Airtel Money, etc.	24 Hours
Mobile Wallets / Apps.	NEFT / RTGS/ IMPS*	
HDFC Bank / Yes Bank*	Cash up to Rs.50000/-	As per Bank Timings
Designated Yes Bank Branches*	Cash (cash up to Rs.4000/-) / Cheque / DD / Cards	9:00 AM - 4:00 PM* Lunch Time 01:30 PM to 02:00 PM

*For More Details visit our website - www.tatapower-ddl.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)	For Whatsapp Opt in give missed call at 7303482071 from RMN
WhatsApp @ 7303482071	Duplicate Bill on WhatsApp @ 7303482071 BILL <space> <CA No.>

PM Surya Ghar: Muft Bijli Yojana

Install Solar: Slash Your Electricity Bill to Zero!

Call 19124
(Extension 3)

For Registration visit
www.pmsuryaghar.gov.in

Scan here
to Apply

solarinfo@tatapower-ddl.com

Monthly avg. Consumption	Installed Solar Capacity					
	Solar-1 kWp		Solar-2 kWp		Solar-3 kWp	
	Total Monthly Saving	Payback Years	Total Monthly Saving	Payback Years	Total Monthly Saving	Payback Years
300	894	1.9	1194	2.8	1628	4.8
400	876	1.9	1771	1.9	2205	3.5
500	1932	0.9	2809	1.3	3838	2
600	1132	1.5	3066	1.2	3942	2
700	1132	1.5	2266	1.5	4199	1.8
800	1132	1.5	2266	1.5	3398	2.3
900	1197	1.4	2330	1.5	3462	2.3
1000	1197	1.4	2394	1.4	3527	2.3
1100	1197	1.4	2394	1.4	3591	2.2
1200	1197	1.4	2394	1.4	3591	2.2

Note:

- The left table depicts data for the Domestic Residential category only.
- The monthly savings and payback period shown above are calculated on an estimated basis.
- Subsidy: upto Rs.108000 (Rs.78000 Central Government+30000 Delhi Government)
- Apply for GBI: (i) Maximum upto 3kW -Rs.3 per unit (ii) >3 kW to 10 kW:Rs.2 per unit

SAFETY TIPS/सुरक्षा सुझाव

- Install ELCB to detect any fault / leakage in wiring. ईलसीबी का उपयोग सुनिश्चित करें।
- Check insulation of all electrical wirings & avoid overloading. सभी बिजुल तारों के इन्सुलेशन की जांच करें और ओवरलोडिंग से बचें।
- Be vigilant for any signs of electrical problems. Use only licensed electricians for repairing. बिजली की किसी भी समस्या के प्रति सतर्क रहें। मरम्मत के लिए केवल लाइसेंस प्राप्त इलेक्ट्रीशियन का ही उपयोग करें।
- Keep electricity meter & other electrical installations accessible. किसी भी आपातकालीन स्थिति के लिए बिजली मीटर और सभी उपकरण का रास्ता साफ रखें।

GET SMART POWER TIPS BY ROSHNI

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



Scan to update
your contact details

For Reporting Corruption Related Issues, kindly contact Corporate Vigilance at any of the below option:

- WhatsApp : 9319342345 (Text or Voice/ Video Recording/images)
- Mail to: vigilance@tatapower-ddl.com
- Helpline No.: 19124 [Press 7 for Corruption Related Issues]

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

Towards a *Greener* Tomorrow

Regd. Office: TATA Power Delhi Distribution Limited, NDPL House, Hudson Lines, Kingsway Camp, Delhi- 110009.
CIN: U40109DL2001PLC111526; GSTIN NO. - 07AABCN6808R1ZV, PAN No: AABCN6808R; HSN Code: 27160000 (Electrical Energy), HSN Code: 996912 (Open Access)

**TATA POWER-DDL****TATA POWER DELHI DISTRIBUTION LIMITED**

(A Tata Power and Delhi Government Joint Venture)

Customer Information Sheet (CIS)

Name: MS. REKHA DEVI

CA no: 60021306620

Amount in Rs

Adjustment Details - Energy Items

Head	Meter No	Defective/ Chargeable Period		Days (A)	Base Period		Days (B)	Units Billed(C)	Average Consumption D = (C/B)	Units Chargeable (A*D)	Units Already Charge d	Net Units (Debit/ Credit)	Net Amount Chargeabl e	Total (1)
Assessment /Unbilled Details		From	To		From	To								
Head	Bill Revision Period (From)						Bill Revision Period (To)			Units Chargeable	Units Already Charge d	Net Units (Debit/ Credit)	Net Amount Chargeabl e	Total (2)
Bill Revision														
Head	Dues transferred from CA No						Amount						Total (3)	
Dues Transfer														

Adjustment Details - Non-Energy Items (Incl GST)

Head	Details of charges levied			Total (4)
Non Energy	Cheque Bounce Charges		Meter Shifting Charges	
	Reconnection Charges		Meter Testing Charges	
	Special Meter Reading Charges		CGST	
	Duplicate Bill Charges		SGST	
	Cost of Meter		Others/Rebate	
	Security Deposit	900	TCS charged on Total Coll.	
	Interest on Security Deposit		TCS deducted Amount	
	Service Line Charges/One time Non-refundable charges		TDS u/s 194Q	
	LPSC	0	Total Non-Energy Charges	900.00
	Solar GBI + Capital Subsidy	0	Others Energy Chrg.	
Total Amount (1+2+3+4) as shown in column "Adjustment" in your Bill No. 10314340356				900

Thanking you and assuring you for our best services at all times.

for **Tata Power Delhi Distribution Limited**
Revenue Billing Group

This is a computer generated letter hence no signature required

CA No.: 60021306620

Bill No.: 10314340356

Dear Customer,

Subject: Maximum Demand (MD) exceeded the sanction load.

The **Sanction Load** of your connection is 3.00kW . BUT, **Maximum Demand (MD)** for this month has been observed as 4.00kW which is higher than your sanction load. This has below impact:

1. **If Maximum Demand exceeds the sanction load in 4 consecutive months** , the sanction load will be auto revised as per Clause 17(4) of the DERC Regulation 2017, w.e.f. 1st July of the next Financial Year.
2. **In case of Non-Domestic (Commercial), Industrial & Agriculture category**, the increase in Maximum Demand leads to levy of additional charges for the month.
3. **In case of Agriculture and Mushroom connections** having prescribed load limit of 20 KW & 99 KW respectively, if the Maximum Demand exceeds the said limit, the category will also be revised to commercial.
4. **To ensure Safety**, please install protective devices such as Fuse or MCBs/MCCBs as per load requirement and residual current devices such as RCCBs or ELCBs with leakage current protection of 30 mA or less, as mandated under Chapter 5 of CEA (Measures relating to Safety and Electric Supply) 2023.

Thanking you and always assuring you for our best services.

For TATA Power Delhi Distribution Limited

प्रिय उपभोक्ता,

विषय: अधिकतम मांग (MD) आपके स्वीकृत (Sanction) लोड से अधिक पाई गई है

आपके कनेक्शन का स्वीकृत लोड 3.00kW है, जबकि इस माह की अधिकतम मांग (MD) 4.00kW दर्ज की गई है, जो स्वीकृत लोड से अधिक है। इसका निम्नलिखित प्रभाव हो सकता है:

1. **यदि अधिकतम मांग (MD) लगातार 4 महीनों तक स्वीकृत लोड से अधिक रहती है**, तो आपके स्वीकृत लोड को DERC विनियम 2017 के क्लॉज़ 17(4) के अनुसार अगले वित्तीय वर्ष की 1 जुलाई से स्वतः संशोधित कर दिया जाएगा।
2. **गैर-घरेलू (Commercial), औद्योगिक (Industrial) और कृषि (Agriculture) श्रेणी में**, स्वीकृत लोड से अधिक MD होने पर उस महीने के लिए अतिरिक्त शुल्क लागू होते हैं।
3. **कृषि और मशरूम श्रेणी के कनेक्शनों में**, जहाँ लोड सीमा क्रमशः 20 kW एवं 99 kW है, यदि MD निर्धारित सीमा से अधिक हो जाती है, तो आपकी श्रेणी भी परिवर्तित कर व्यावसायिक श्रेणी में कर दी जाएगी।
4. **सुरक्षा सुनिश्चित** करने के लिए कृपया अपने लोड के अनुसार फ्यूज या MCBs/MCCBs जैसे संरक्षण उपकरण और 30 mA या उससे कम लीकेज करंट सुरक्षा वाले RCCBs या ELCBs जैसे अवशेष धारा उपकरण स्थापित करें, जैसा कि CEA (सुरक्षा और विद्युत आपूर्ति से संबंधित उपाय), 2023 के अध्याय 5 में अनिवार्य किया गया है।

धन्यवाद, और हम आपको सदैव अपनी सर्वोत्तम सेवाएँ प्रदान करने का आश्वासन देते हैं।

टाटा पावर दिल्ली डिस्ट्रीब्यूशन लिमिटेड

(This is a computer-generated letter hence no signature required)