

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	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	₹ 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-compliances/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/सम्पर्क केंद्र (19124)
- District Customer Care Centres/ज़िला उपभोक्ता सेवा केंद्र (9:30 AM to 5:30 PM-Mon-Fri/रविवार 9:30 AM to 1:00 PM-Sat/रविवार)
- 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/अपव्यवहार, अनैतिक व्यवहार, चोरी की सूचना या शिकायत के लिए 19124 पर संघर्ष 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)/रेजिऑनल प्रमुख (उपभोक्ता सेवा प्रबंधक के माध्यम से पूर्व अनुमति प्राप्त करें)

Level 4

- Head-(Customer Services)/समग्र 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 relating 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 मुद्रातन **Cheque/Demand Draft/Online modes** द्वारा करें।
- Debit/Credit card** द्वारा **₹. 5000/-** से अधिक बिल राशि के मुद्रातन पर **Processing charges** उपभोक्ता द्वारा देय होंगी।
- DERC tariff order के अनुसार, सभी बिलिंग के उपभोक्ताओं के नविकृत बिजली बिल का मुद्रातन, जिसमें Domestic, Agriculture & Mushroom शामिल हैं, राशि 20,000/- रुपये से अधिक है, तो उपभोक्ता मुद्रातन डिजिटल/ऑनलाइन, जैसे कि NEFT, RTGS, IMPS, Credit Card, Debit Card, Wallets, e-wallets से करना अनिवार्य 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/-** काटता जायेगा।
- एक वर्ष के भीतर दो चेक बाउंस होने पर उपभोक्ता ऑनलाइन चेक काउंस से आगे **6** बिजिल चार्ज के लिए नकद और चेक से बिल का मुद्रातन 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 मुद्रातन या कलेक्ट पर **LPSC** की संपत्ति प्रतिक्रिया के आधार पर **18%** प्रतिवर्ष की दर से होगी।
- कृपया किसी भी कार्यवाही आपके पास आने वाले प्रत्येक टाटा पावर-डीडीएल कर्मचारी के चयन पर चर्चा करें। इसके लिए आप सम्पर्क केंद्र या मोबाइल एप पर चर्चा 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 प्रदान 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.		
HDFC Bank / Yes Bank*	NEFT / RTGS/ IMPS*	
Designated Bank Branches*	Cash up to Rs.50000/-	As per Bank Timings
Tata Power - DDL Collection Centres	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 बिजुला तारों के इन्सुलेशन की जाँच 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)