



TATA POWER-DDL

TATA POWER DELHI DISTRIBUTION LIMITED

A Tata Power and Delhi Government Joint Venture

Sampark Kendra
19124
Toll Free Number

www.tatapower-ddl.com

Bill of Supply for Electricity

DUPLICATE BILL 07.08.20

Name: MR. ASHOK KAUSHIK .

Sanctioned Load (KW/KVA) 6.00/
Contract Demand

CA No. 60003842584

Energisation Date 20/01/2003

Security Deposit 3120.00

SLD Charges 3500.00

Connection Type PERMANENT

Tariff Category Domestic Lighting DL

Bill Basis Actual(KWH)

Bill Remark Bill On Reading

Bill Date 18/07/2020

Bill No. 15001634308

Billing Address: HOUSE NO 117 BLOCK - C
PUNDRIK VIHAR PITAMPURA NEW DELHI 110034Supply Address: HOUSE NO 117 BLK-C PUNDRIK
VIHAR PITAMPURA CITY DELHI 110034

Mobile/Tel No. 9811990154

E-mail SATYAMKAUSHIK@GMAIL.COM

Power Factor

District

PITAMPURA

Zone

Saraswati Vihar

MRU No.

PP17C001

Walking Sequence

000269/0117/001

Pole/Pillar No.

504-12/1/5/2/1

Unit	Current Meter Detail		Removed Meter Detail		Units Consumed [(A-B) x MF] + [(C-D) x MF]
	Current Reading (A)	Previous Reading (B)	Removal Reading (C)	Previous Reading (D)	
	No.10138857,MF= 1.00				
	Status(Visual Inspection):OK,Single Phase				
	18/07/2020 17/06/2020				
KWH	3752	2414			1338
MDI KW	5.34				



(देन तिथि एवं राशि)
Due Date
05-AUG-2020
(Immediate for Arrears)
Total Amount Payable
Rs. 10510.00

Please refer to enclosed CIS (Customer Information Sheet) for amount included as adjustment in current bill

Important Message

* **Provisional Bill:** Due to Corona Virus pandemic and restriction for entry in containment areas, meter reading could not be recorded at various locations. Hence provisional bills may have been raised in April, May & June 2020. However, current demand of these bills will be fully adjusted in your next reading based bill considering monthly slabs. You are requested to pay bills within payment due dates.

Adjusted Bill: This is a reading based bill having full refund of Current Demand of your preceding provisional bills with proper slab benefit from last reading bill. Payment done against preceding provisional bills has also been adjusted in this bill.

* Last payment of RS. 6850.00 received on 23-JUN-2020.

*No Power Supply (NPS) complaints can now be registered through the following modes:

Missed Call Service @ 96196 19124 thru Registered Mobile No (RMN)

WhatsApp @ 7303482071

NPSPH<space><RMN> or NPSPH XXXXXXXXXXXX

NPSCA<space><CA no> or NPSCA XXXXXXXXXXXX

* Duplicate Bill on WhatsApp @ 7303482071

BILL<space><CA No.> from RMN

* Nearest Payment Centres (1) TPDDL Payment Centre/ATPM, Near PP Comm. Complex, Rani Bagh, Delhi 110034 (2) ATPM, UP Samaj Building, Parwana Road, Pitampura Delhi 110034 (3) House No 5 MOTHER DAIRY BOOTH NO-3681LD NO-681 SANSAD VIHAR PITAMPURA CITY DELHI 110034

Wasn't at home when the meter reader visited. No Worries! Send us your reading along with photographs on WhatsApp. 96675 58009 19124 Toll Free Number No charges will be applicable.

Consumption History

Payment History

Billing Period	Days	Units	Total Amt Payable(Rs.)	Bill Basis
19/05/20to17/06/20	30	920	6850.00	Actual
17/04/20to18/05/20	32	509	3440.00	Actual
18/03/20to16/04/20	30	379	1670.00	Actual
12/01/20to17/03/20	66	1807	12900.00	Actual
12/12/19to11/01/20	31	1679	13790.00	Actual
11/11/19to11/12/19	31	426	2750.00	Actual

Month	Payment
JUN-20	6850.00
MAY-20	3440.00
APR-20	14570.00
JAN-20	13790.00
DEC-19	2750.00
NOV-19	3710.00

Current Demand Details / वर्तमान मुल्य का विवरण

Amount (₹)

Bill Period 18/06/2020 to 18/07/2020

Days: 31 Month: 1.0139

Fixed Charges

608.34

6.00 * 100.00 * 1.0139 = 608.34.

Energy Charges

7965.00

Units	Rate(Rs.)	Amount(Rs.)	Type
203	X 3.00	609.00	
203	X 4.50	913.50	
405	X 6.50	2632.50	
406	X 7.00	2842.00	
121	X 8.00	968.00	

Total 7965.00

Power Purchase Cost Adj. Charge (PPAC)

PPAC On Fixed Charges 27.38

PPAC On Energy Charges 358.43

Differential PPAC On Fixed Charges 16.08

Differential PPAC On Energy Charges 210.59

Surcharge

On Fixed Charge @8% 48.67

On Energy Charges @8% 637.20

Pension Trust Surcharge

On Fixed Charge 23.12

On Energy Charge 302.67

Electricity Tax @5% (on #) 458.56

Net Current Demand 10656.04

Net Current Demand	Subsidy	Arrears (Included in Total Amount Payable)		Provisional Refund	Adjustments	LPSC	Total Amount Payable
10656.04		Energy	Non Energy		-149.82		10515.69
		9.47	0				

Make your cheque/DD payable to Tata Power Delhi Distribution Limited CA No. 60003842584. Please mention full name and phone number of drawer while making payment through cheque. Cheque should be A/c payee, payable at Delhi and not post dated.

In case of having difficulty in getting connected to 19124 or if calling from outside Delhi, kindly, dial 1800-208-9124

यदि 19124 पर संपर्क करने में कोई समस्या हो या दिल्ली से बाहर से संपर्क करना चाहते हैं तो कृपया 1800-208-9124 डायल करें।

Powered by



(The Connection shall be liable to be disconnected on non-payment of all payable dues including arrears, after notice as per section 56(1) of the Electricity Act, 2003 read with chapter VI of DERC (Supply Code and Performance Standards) Regulations 2017).

Note #The concessions, relaxations declared by the Delhi Electricity Regulatory Commission vide order dated 7.4.2020 implemented by TPDDL without prejudice to its rights, contentions. The compliance to such directions is subject to outcome of proceedings /remedies available in law which TPDDL may seek, with respect to this order.

To Save Environment Please opt for E bill & E payments.

Tariff applicable w.e.f. 01-August-2019 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
Single Points Delivery Supply at 11kV for GHS	>25 kW	above 1200 units	₹ 8.00/kWh
	₹ 250/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			₹ 8.50/kVAh
Charging Station for E-Rikshaw/E-Vehicle		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	20%	
	Off Peak Hours	22:00 to 01:00 hrs		
		04:00 to 10:00 hrs	20%	

• Surcharge @ 8% is applicable on fixed & Energy Charges w.e.f. 01-Jul-2012.

• Pension Trust Surcharge @ 3.80% is applicable on fixed and energy charge w.e.f. 01-Apr-2018.

• 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 and 2019-20 for detail please visit https://www.tatapower-dcl.com/regulations-and-compliances/tariff-related/power-purchase-adjustment-charges

Period	Rate	Period	Rate	Period	Rate
* 14.08.2018 to 13.11.2018	4.50%	17.05.2019 to 16.08.2019	8.06% (Final)	17.02.2020 to 16.05.2020	4.5% (Prov)
* 17.11.2018 to 16.02.2019	4.50%	17.08.2019 to 16.11.2019	11.55% (Final)	17.05.2020 to 16.08.2020	4.5% (Prov)
* 17.02.2019 to 16.05.2019	4.50%	17.11.2019 to 16.02.2020	4.5% (Prov)	* 01.03.2020 to 30.11.2020	2.644% (Diff)

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

- Sampark Kendra/संपर्क 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-dcl.com or e-mail at customercare@tatapower-dcl.com
- To report Harassment, unethical Practice or Theft/अपमान, अनैतिक प्रथा, चोरी, बिजली की चोरी की सूचना या शिकायत के लिए 19124 पर संपर्क कर सकते हैं or write to us at vigilance@tatapower-dcl.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 पूरी 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)/ग्राहक सेवा अधिकारी
- Level 2 - Customer Service Manager (CSM)/ग्राहक 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)/सर्किल हेड (उपभोक्ता सेवा प्रबंधक के माध्यम से पूर्व अनुमति प्राप्त करें)
- Level 4 - Head-(Customer Services)/समग्र प्रमुख (ग्राहक सेवा)

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

General Information / सामान्य सूचना

- बिल राशि Rs 4000/- से अधिक होने पर भुगतान Cheque/Demand Draft/Online modes द्वारा करें।
- Debit/Credit card द्वारा Rs 5000/- से अधिक बिल राशि के भुगतान 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 काटा जा सकता है एवं Cheque वापसी शुल्क 200/- वसूला जायेगा।
- यदि बिलिंग चक्र से अधिक बिजली प्रयोग नहीं करने की स्थिति में सम्पूर्ण केंद्र या संबंधित जिला उपभोक्ता सेवा केंद्र को सूचित करें।
- बकाया राशि के भुगतान ना करने पर LPSC की गणना प्रतिदिन के आधार पर 18% प्रतिवर्ष की दर से होगी।
- कृपया किसी भी कार्यवाही आपके पास आने वाले प्रत्येक टाटा पावर-डीएलईएल कर्मचारी के पहचान पत्र की जांच अवश्य करें। इसके लिए आप सम्पूर्ण 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, Credit / Debit Card	9:00 AM - 5:00 PM *
Any Time Payment Machine (ATPM)		9:00 AM - 6:00 PM *
ITZ Cash/ Oxcash Cards	Cash Cards	
Online Payment at www.tatapower-dcl.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-dcl.com

TATA POWER-DCL with you Non-Stop

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.

amazon | **TATA POWER-DCL** with you Non-Stop

UP TO ₹150 CASHBACK

On first TP-DDL bill payment GET 10% up to ₹150 for 3 months

Valid once per user per month | Duration 1st July to 30th September | T&C apply

SAY NO TO PAPER BILL

Opt for E-Bill on your E-Mail to contribute towards Greener environment. You can opt from various sources-

GO GREEN SAVE PAPER SAVE TREES

STOP PAPER BILLS

- By login through website
- Call our Sampark Kendra 19124
- Visit Customer care centre
- Opt-Link in SMS

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. - 07AABCN6808R1ZV, PAN No: AABCN6808R ; HSN Code: 27160000, ELECTRICAL ENERGY

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

(A Tata Power and Delhi Government Joint Venture)

Customer Information Sheet (CIS)

Name: MR. ASHOK KAUSHIK .

CA no: 60003842584

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 Charged	Net Units (Debit/ Credit)	Net Amount Chargeable	Total (1)
Assessment /Unbilled Details		From	To		From	To								
Head	Bill Revision Period (From)						Bill Revision Period (To)			Units Chargeable	Units Already Charged	Net Units (Debit/ Credit)	Net Amount Chargeable	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	149.82-	
	Security Deposit		Total Non-Energy Charges		-149.82
	Interest on Security Deposit		Others Energy Chrg.		
	Service Line Charges		LPSC		0
Total Amount (1+2+3+4) as shown in column "Adjustment" in your Bill No. 15001634308					-149.82

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