

# **GUIDELINES & PROCEDURE FOR PERMANENT DISCONNECTION APPLICATION**

## **Documents required along with Application form**

- Duly filled application form.
- Copy of the latest paid Electricity bill
- Signature ID proof (of the owner as per bill)
- Ownership Proof (Share certificate / agreement copy / Latest Maintenance bill etc.)
- In cases wherein the Registered Consumer(whose name is mentioned on the bill) is not the applicant, then relevant Proof of Ownership to be submitted along with the Permanent disconnection application. (Eg. Share certificate / agreement copy etc.)
- In case of allotted premises, Allotment letter along with the company ID proof to be provided.
- Please note, the permanent disconnection will be carried out by our team only after scrutinizing the documents. In case if the documents are insufficient to process your request, we request you to kindly upload the necessary documents before 30 days of your application.

## **Refund On Final Bill**

- Please note, the refund will be processed automatically once the disconnection is done and final bill is generated.
- The refund will be issued through cheque in the name of the Registered Consumer (whose name is mentioned on the bill) irrespective of the applicant who is applying for permanent disconnection.
- If the refund is to be issued on applicants name (whose name is not on the bill), you are requested to follow the Change of name process.
- In case of any dues with R-infra (for welcome consumers), kindly clear all the dues as the disconnection will be done after scheduling with R-infra.

### Terms and conditions:

- We/I have Tata Power Supply/Connection to the above premise. We/I request you to permanently disconnect our Power supply by removing the meter along with the infrastructure from the site/premises.
- We/I am the registered owner of this premise and I agree to submit our/my signature ID proof and latest paid bill copy to process the application.
- We/I have cleared the outstanding dues along with the security deposit due.
- We/I agree that my request will be processed only after scrutinizing the documents submitted.
- Incase if the documents submitted are insufficient, the request will not be processed, We/I have to upload/submit the required documents within 30 days from the date of request creation else the request will stand closed.
- We/I agree that the refund will be processed through Refund Cheque as requested at the time of application and the refund will be processed in the name as per the Electricity bill.
- Provide updated location of meter for meter removal under PD
- The consumer who's applying for the PD must clear the final bill