

# INSTRUCTIONS FOR ONLINE SUBMISSION OF PERMANENT DISCONNECTION APPLICATION

## 1<sup>ST</sup> STEP : LOGIN WITH YOUR CONSUMER NO. AND PASSWORD.

The screenshot displays the Tata Power Customer Care Portal. On the left, a vertical menu lists various services: Apply for Power Supply, Apply for Net Metering, Apply for Open Access, Track Request Status, Tariff Details, New SMS Service, My Account, Payment Options, Document Centre, Write to Customer Care, Electrical Safety at Home, Knowledge Centre, Green Corner, Regulatory Information, Scheduled Power Outage, Grievances, FAQs, and Escalate to Senior Leadership. A red box highlights the 'My Account' section, which includes a 'New User? Register here' link and a login form. The login form has fields for 'Consumer No.' (900000000000) and 'Password' (\*\*\*\*\*), with a 'Log On' button. A red box also highlights the 'Consumer No.' field. Below the login form, there is a 'Forgot Password?' link. The main content area features a 'What's New' section with links to New SMS Service, Generate New Password, Educational Videos, and Register for e-Services. To the right, there is an 'Online Bill Payment' section with links for Quick Bill Payment, Pay Your Bill Here, and a 'Quick Links' section with links for Power Disruptions, Register for E-Services, Save Trees, Register for E-Bill, and Energy Calculator. A large banner on the right promotes the Tata Power mobile app, available on the App Store, with a list of features including bill payment, outage alerts, and a 'Be Green' campaign. At the bottom, there are four promotional banners: 'Be Green', 'PLEDGE TO Be Green', 'Greenolution', and 'Save trees Switch to e-bills Click here to Register'. A footer at the bottom right contains the text 'Website optimised for 1024 x 768 screen resolution' and '© 2017 Tata Power - All Rights Reserved.'

**LOGIN WITH YOUR 12 DIGIT CONSUMER NO. AND PASSWORD**

**TATA POWER** Lighting up Lives! **CUSTOMER CARE PORTAL** **equitasustainable plus platinum 2015** **मराठी हिंदी** Home About Us Latest Updates Contact Us **TATA** **Be Green**

Apply for Power Supply  
Apply for Net Metering  
Apply for Open Access  
Track Request Status  
Tariff Details  
New SMS Service  
My Account  
Payment Options  
Document Centre  
Write to Customer Care  
Electrical Safety at Home  
Knowledge Centre  
Green Corner  
Regulatory Information  
Scheduled Power Outage  
Grievances  
FAQs  
Escalate to Senior Leadership  
Billing Related query?

**What's New**  
• New SMS Service  
• Generate New Password  
• Educational Videos  
• Register for e-Services

**My Account**  
New User? Register here  
नये उपयोक्ताओं के लिए रजिस्ट्रेशन करने के लिए  
नवीन वापरकर्ता - येथे नोंदवा  
Consumer No. 900000000000  
Password \*\*\*\*\*  
Forgot Password? **Log On**  
पासवर्ड भूल गये  
पासवर्ड विसरलात

**Online Bill Payment**  
Quick Bill Payment  
Pay Your Bill Here  
THE CHOICE IS YOURS!  
**Quick Links**  
• Power Disruptions :- Likely Affected Areas  
• Register for E-Services  
• Save Trees, Register for E-Bill  
• Energy Calculator

**Tata Power mobile app now available on App Store.**  
Account overview just when you need it.  
Empowering you at a touch...!  
Other Features include:  
• View Bills and Payment History of 12 months.  
• Bill Payment at your fingertips.  
• One touch access to the customer care team.  
• Stay updated with our Notification Alerts.  
• Post a query & receive a response.  
Available on the App Store and Google Play Store.  
**DOWNLOAD THE APP TODAY**  
Be Green

to 9223170707. For details please check "What's New" Section. • Find our Customer Relation Centre nearest to you & details of scheduled po

**Dear Customer...**  
Welcome to Tata Power Customer Information Centre. We at Tata Power, have been constantly striving to innovate and provide services to exceed customer expectations. Through this portal, we are attempting to reach out to all our customers who will find it convenient to seek information and do meaningful transactions.  
▶ more  
☎ 1800 209 5161 [Toll free]

**News for you** Latest Ads Newsletter Trained Wiremen  
• Click here to download Mobile App Link  
• FAQ's for TATA Power Mobile Application  
• Offline Payment Options Locator  
• Who do I contact in case of a power failure?  
• Super Trooper Contest Winner  
• Now make cash & cheque bill payments across the counter at ICICI Bank Branches

**Be Green**  
**PLEDGE TO Be Green**  
**Greenolution**  
**Save trees Switch to e-bills Click here to Register**

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## STEP 2 : CLICK ON ONLINE APPLICATIONS

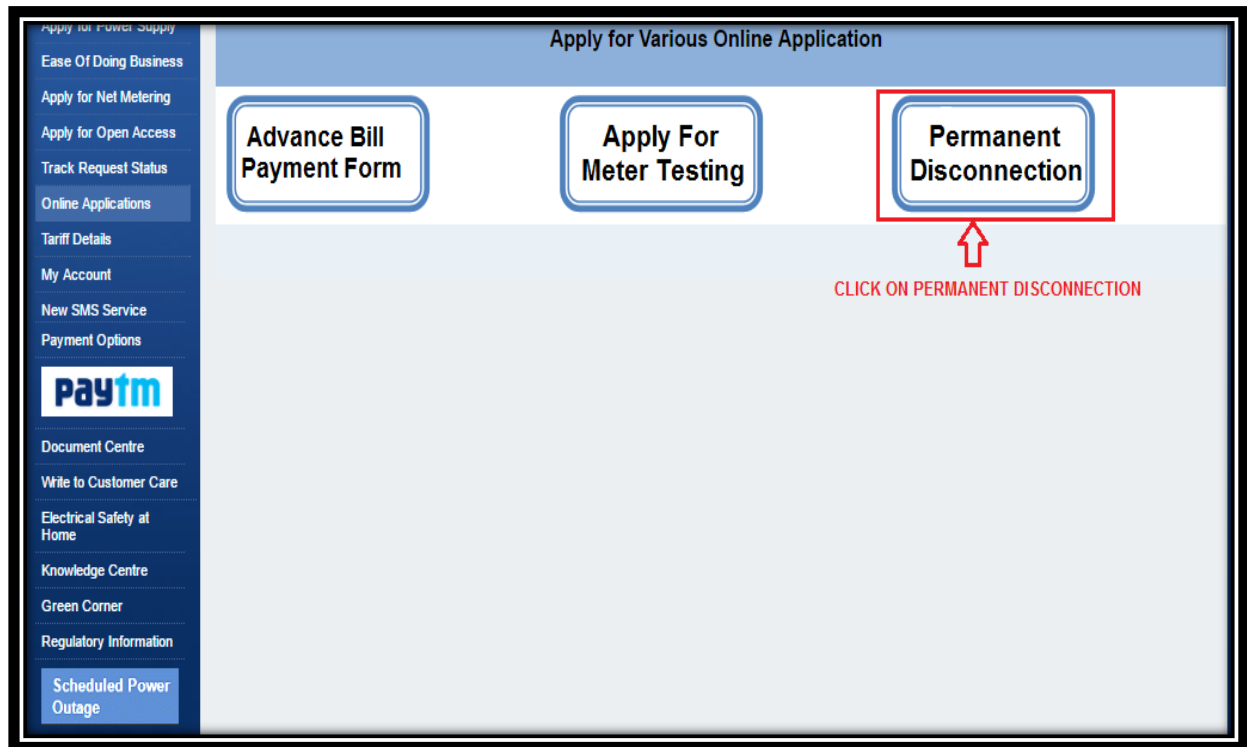
The screenshot displays the Tata Power Customer Care Portal. The header includes the Tata Power logo, the text 'Lighting up Lives!', and a welcome message 'Welcome abc pvt ltd'. Navigation links for Home, About Us, Latest Updates, and Contact Us are present. A 'Log Off' button and a feedback prompt are also visible.

The left sidebar contains a list of services: Apply for Power Supply, Apply for Net Metering, Apply for Open Access, Track Request Status, Online Applications (highlighted with a yellow box and an arrow), Tariff Details, My Account, New SMS Service, Payment Options, Document Centre, Write to Customer Care, Electrical Safety at Home, Knowledge Centre, and Green Corner.

The main content area features several sections: 'What's New' with links for New SMS Service, My Revised Consumer Number, Generate New Password, and Register for e-Services; 'Online Bill Payment' with 'Quick Bill Payment' and 'Pay Your Bill Here' buttons; and 'Quick Links' for Power Disruptions, E-Services, and Bill Calculator.

A banner on the right side of the main content area reads: 'Dear Consumer, Now get all your bill related details & status of your service request through a simple SMS to 9223170707. For details please visit cp.tatapower.com'. Below the banner, there are links for News for you, Latest Ads, Newsletter, and Trained Wiremen. At the bottom, a link to 'Click here to download Mobile App Link' is provided.

### ***STEP 3 : CLICK ON PERMANENT DISCONNECTION***



**STEP 4 : CLICK ON PROCEDURE AND GUIDELINES TO VIEW THE PROCEDURE AND GUIDELINES OF PERMANENT DISCONNECTION**

**CLICK ON INSTRUCTIONS FOR SUBMITTING FORM TO VIEW THE INSTRUCTIONS TO SUBMIT THE APPLICATION FOR PERMANENT DISCONNECTION ONLINE**

**CLICK ON SUBMIT FORM ONLINE TO SUBMIT THE REQUEST FOR PERMANENT DISCONNECTION ONLINE**

The screenshot displays a web portal titled "Apply for Various Online Application". On the left is a vertical navigation menu with links such as "Apply for Power Supply", "Ease Of Doing Business", "Apply for Net Metering", "Apply for Open Access", "Track Request Status", "Online Applications", "Tariff Details", "My Account", "New SMS Service", "Payment Options", "paytm", "Document Centre", "Write to Customer Care", "Electrical Safety at Home", "Knowledge Centre", "Green Corner", "Regulatory Information", and "Scheduled Power Outage".

The main content area is titled "Permanent Disconnection" and contains three primary tabs, each highlighted with a red box and a red arrow pointing to it:

- Procedures and Guidelines**: Accompanied by the instruction: "To know the procedure & guidelines for Permanent Disconnection. Click on the above tab".
- Instructions for Submitting form**: Accompanied by the instruction: "To know how to fill & submit the form online for Permanent Disconnection, kindly follow the instructions given in the above Tab". Below this tab is a button labeled "Back to Online Application Options".
- Submit Form Online**: Accompanied by the instruction: "To submit the form online kindly click on the above tab. Note: For submitting application online kindly login with your ID password in the homepage."

**STEP 5 : FILL IN THE DETAILS AS GIVEN BELOW. (Text highlighted in blue are for display only. Text highlighted in red to be filled). Kindly click on submit. The request no. will be generated.**

Scheduled Power Outage

Grievances

FAQs

Escalate to Senior Leadership

Need Safety Tips?

### PERMANENT DISCONNECTION

Consumer No. 900000000000

Name ABC LTD

Flat / Shop No. 4/2,

Building Name

Street

City Mumbai

Postal Code 400060

\* Applicant Name ABC LTD

\* Contact No. 9000009090

E-Mail Id. abc@gmail.com

Refund required through Refund Cheque

Description kindly disconnect the line.

After Logging in with your Login ID & Password - Following details will be displayed

1) Consumer no.  
2) Name  
3) Address  
Please verify the details and then proceed for Permanent Disconnection

Edit the name if the applicant is different

Enter the contact no.

Enter the email id

The excess refund on consumer account (if any) will be sent through refund cheque at your correspondence address

Kindly enter your comments

#### Terms and Conditions

a). We'll have Tata Power Supply/Connection to the above premise. We'll request you to permanently disconnect our Power supply by removing the meter along with the infrastructure from the site/premises.

b). We'll 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.

c). We'll have cleared the outstanding dues along with the security deposit due.

d). We'll agree that my request will be processed only after scrutinizing the documents submitted

e). In case if the documents submitted are insufficient, the request will not be processed, We'll have to upload/submit the required documents within 30 days from the date of request creation else the request will stand closed.

f). We'll agree that the refund will be processed through Refund Cheque/RTGS as requested at the time of application and the refund will be processed in the name as per the Electricity bill.

g). The consumer who's applying for the Permanent Disconnection must clear the final bill

☒ Please agree terms & conditions to submit the form.

**SUBMIT**

Please read and agree to the above terms and conditions and then click on submit

Your service request for permanent disconnection has been generated

Request No. 5001604857

Note : All documents are mandatory.

Your service request no. will be generated and you can use the same for tracking the status of your permanent disconnection application. Further the PDF of the application will be generated. The Application form needs to be printed and signed and uploaded in the below tab

PD Filled-in Applic....P... ^

Save the PDF, Print and upload duly signed application form

**STEP 6 : CLICK ON PDF GENERATED TO VIEW AND PRINT THE  
PERMANENT DISCONNECTION APPLICATION FORM**



**Request No :** 5001604857

To,  
The Tata Power Company Limited  
Dharavi Receiving Station, Mumbai

**Subject :** Request for Permanent Disconnection

**Consumer No** : 90000000000000  
**Name** : ABC LTD  
**Address** : 4/2  
Mumbai 400060

**Applicant Name** : Vasundhara  
**Contact No** :  
**E-Mail Id.** :  
**Request For** : Permanent Disconnection  
**Refund Required Through** : Refund Cheque

I/We have Tata Power Supply/Connection to the above premise.

I/We request you to permanently disconnect our power supply by removing the meter along with the infrastructure from the site/premises.

I/we agree to the above terms and conditions

Kindly sign here

(signature of the applicant/s)

**Note :** Please print and upload the duly signed form online.

**STEP 7 : SCAN AND UPLOAD THE DULY SIGNED FORM AND  
 UPLOAD THE SIGNATURE ID PROOF AND ADDRESS PROOF AS GIVEN  
 BELOW. (Note : Address Proof is mandatory only in case if the  
 applicant name and name as per Electricity bill differs.**

Power Failure Problems?

I AM MR. ENER-JI

Your service request for permanent disconnection has been generated  
 Request No. 5001604857

Note : All documents are mandatory.

Browse the file which you want to upload and then click on upload

Choose File	No file chosen	Upload	Upload the duly signed form
Choose File	No file chosen	Upload	Upload the signature ID proof
Choose File	No file chosen	Upload	Other Documents

Similarly upload the signature ID Proof

Upload the Address proof and Latest paid Electricity bill in Other Documents

Please note anyone of the below ID proof and address proof will be considered.  
 Address proof of premise is mandatory in case if the applicant name and name as per bill differs.

Any one of the below ID proof

1. PAN Card
2. Driving License
3. Passport
4. Govt issued ID proof bearing signature
5. Aadhar card(address as per bill)

Any one of the below address proof

1. Latest Maintenance receipt (within last 6 months)
2. Allotment letter (for Quarters)
3. Ration card (in chawl cases)
4. Agreement copy

Below listed documents will only be considered as ID and address proof

Note: In case if there is any outstanding /security deposit due on consumer account kindly make the payment and then submit the form online.

THANK YOU