

TPADL Consumer FAQs

General Account & Basic FAQs

1. What is the CA Number?

The CA (Consumer Account) Number is a unique identification number assigned to each electricity consumer. It is required for making payments, registering complaints, and availing online & others services.

2. Where can I find the CA Number?

The CA Number is printed on the electricity bill issued by TPADL. It is usually located on the top middle portion of the bill. Consumers can check their CA details there or contact TPADL call centre or customer care.

TPADL

TP Ajmer Distribution Limited
(A TATA Power Company & Franchisee of AVVNL)

Duplicate Electricity Bill

Toll Free Number 1800-889-0001
Customercare.tpdl@tatapower.com

Sub division Name & Address : Zonal Manager, D IV-TPADL, PARBATPURA POWER HOUSE, AJMER, PHONE NUMBER : 7412012222

Name :	SUSHEEL KUMAR	MDI Reading (kW/kVA) :	0.00	CA No. :	800000059258	Bill Issue Date :	17.06.2026
Billing Address :		Power Factor :		K No. :	110422010127	Bill No. :	20260615000409036
	S/O BHAGAWAN AJMER AJMER (MCL) AJMER	Avg Monthly Cons (Previous FY)(kWh) :	685.00	Energisation Date :	01.03.2010	Due Date for Payment : 27.06.2026 Amount Payable before Due Date (Rs) : 36292 Amount Payable after Due Date (Rs) : 36974	
Supply Address :		Supply Voltage (kV) :	0.230	Security Deposit (Rs)			
	S/O BHAGAWAN AJMER AJMER (MCL) Ajmer	Metering Voltage (kV) :	LT Side	Elec. Cons :	2946.00		
				Meter :	0.00		
Mobile No. :	9314538881	Urban/Rural :	U	Connection Type :	Permanent		
E-mail :		MRU No. :	D4M15C03	Tariff Category :	DS_LT1		
Sanctioned Load (kW/HP) :	0.40 kW	Walking Seq :	0071-86-00	Bill Basis :	Reading		
Contract Demand (kVA) :		Pole No. :		Billing Status :	Regular		
Billing Demand (kVA) :	0.00						

3. How do I find out my Zone?

The Zone information is also mentioned on the electricity bill. Consumers can check their zone details there or contact TPADL call centre or customer care.

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Mobile No. :	9314538881	Urban/Rural :	U	Meter :	0.00		
E-mail :		MRU No. :	D4M15C03	Connection Type :	Permanent		
Sanctioned Load (kW/HP) :	0.40 kW	Walking Seq :	0071-86-00	Tariff Category :	DS_LT1		
Contract Demand (kVA) :		Pole No. :		Bill Basis :	Reading		
Billing Demand (kVA) :	0.00			Billing Status :	Regular		

4. How and where can a consumer update their contact details (mobile number and email ID)?

Consumers can update their registered mobile number and email ID by submitting photo id copy and application through:

- Emailing TPADL customer care mail id cutomercare.tpadl@tatapower.com
- By visiting the nearest TPADL Consumer Service Center.

5. What is the procedure for logging in to the TPADL website?

- Visit the official TPADL website (www.tpadl.com).
- Click on “Consumer Login”.
- Enter your CA Number with email id.
- Verify with the OTP sent to your email.
- Access your account dashboard.

6. How do I download the TPADL-Connect mobile app?

- Open the Google Play Store (for Android only).
- Search for “TPADL Connect”.
- Download and install the app on your mobile phone.
- Mobile App Link: https://play.google.com/store/apps/details?id=com.tpddl.tpadl_connect

7. What functionalities are available on the TPADL Connect app?

The TPADL Connect app allows consumers to:

- Single App for all Connection (CA Number).
- Documents details.
- View and pay electricity bills.
- Download past bills and payment receipts.
- Register no power / safety / voltage complaints.
- Get outage details.
- Access account information anytime.
- Locate CRC & BCC.
- Give Feedback.

8. How to get a duplicate bill?

- Register e-billing with TPADL.
- TPADL Website (www.tpadl.com).
- Mobile App Link: https://play.google.com/store/apps/details?id=com.tpddl.tpadl_connect
- Call the TPADL customer care helpline (18008890001 / 7412012222).
- Emailing TPADL customer care mail id cutomercare.tpadl@tatapower.com.

Power Supply Related & Complaint Handling FAQs

9. What should I do in case of a power outage?

In case of a power outage, first check if the problem is only within your premises (like a tripped MCB or fuse or light coming in meter but not in premises). If the issue is not internal, you can check for whole area or individual.

- Register a complaint through TPADL WhatsApp service (7412012222).
- Call the TPADL customer care helpline (18008890001 / 7412012222).
- Register a complaint through the TPADL Connect mobile app.
- Mobile App Link: https://play.google.com/store/apps/details?id=com.tpddl.tpadl_connect.
- Emailing TPADL customer care mail id cutomercare.tpadl@tatapower.com.

10. How to register a complaint about a power supply failure via WhatsApp (7412012222)?

- Save the official TPADL WhatsApp number 7412012222 on your phone.
- Send a message “just type Hi “.
- Select CA Number if messaging from register number.
- If not messaging from register number than enter your CA Number or register number to confirm the consumer details
- You will receive a confirmation and a complaint number for reference.

11. How to register a complaint about a power supply failure via the TPADL Connect mobile app?

- Mobile App Link: https://play.google.com/store/apps/details?id=com.tpddl.tpadl_connect
- Open the TPADL Connect app.
- Log in using your registered mobile number and OTP.
- Go to the “Power Supply Complaint” section.
- Select “Power Supply Failure”, select complaint & sub complaint type, and click on submit report button.
- A complaint number will be generated for tracking.

12. How can I check the status of a complaint I have already made?

You can track the complaint status by:

- Contacting Customer Care helpline number 18008890001/7412012222 with your complaint number.
- Emailing TPADL customer care mail id cutomercare.tpadl@tatapower.com.

13. How will I know if there is a planned outage/shutdown in my area?

TPADL informs consumers about planned outages through:

- Using the TPADL WhatsApp service 7412012222.
- Through Local Newspapers
- Notices on the TPADL website. (www.tpadl.com) : [TPADL- बिजली बंद की सूचना](#)
- Alerts on the TPADL-Connect mobile app.
- Mobile App Link: https://play.google.com/store/apps/details?id=com.tpddl.tpadl_connect
- Via contacting Customer Care helpline number 18008890001 /7412012222 with your complaint number.

14. When can TPADL disconnect a consumer's power supply?

Power supply can be disconnected in cases such as:

- Non-payment of bills within the due date.
- Unauthorized use of electricity or meter tampering & theft etc.
- Safety hazards due to defective wiring or unsafe connections, etc.
- Violation of electricity supply terms and conditions etc.

15. Who will do the electrical installation at my premises?

All electrical installations at the consumer's premises must be carried out by a licensed electrical contractor. TPADL will only provide and install the meter and service connection up to the point of supply.

16. What is the declared voltage I am entitled to receive?

As per supply standards: - Single-phase supply: 230 Volts ($\pm 6\%$) & Three-phase supply: 415 Volts ($\pm 6\%$).

Payment & Billing Related FAQs

17. How can I pay my bills online?

Consumers can pay electricity bills online through:

- TPADL website using UPI, Net Banking, Credit/Debit Cards, and Wallets.
- TPADL-Connect mobile app using UPI, Net Banking, Credit/Debit Cards, and Wallets.
Mobile App Link: https://play.google.com/store/apps/details?id=com.tpddl.tpadl_connect
- Authorized online payment partners (like Google Pay, Amazon Pay, Paytm, Phone Pe, etc).

18. I have a question regarding my security deposit. How can I get the information?

You can check details of your security deposit through:

- The TPADL website (after logging into your account).
- The TPADL-Connect app.
- Mobile App Link: https://play.google.com/store/apps/details?id=com.tpddl.tpadl_connect
- By contacting TPADL customer care 18008890001 / 7412012222 or visiting the nearest Consumer Service Center.

Already deposited security amount is printed on electricity bill.

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Mobile No. :	9314538881	Urban/Rural :	U		Connection Type :		Permanent
E-mail :		MRU No. :	D4M15C03	Tariff Category :	DS_LT1		
Sanctioned Load (kW/HP) :	0.40 kW	Walking Seq :	0071-86-00	Bill Basis :	Reading		
Contract Demand (kVA) :		Pole No. :		Billing Status :	Regular		
Billing Demand (kVA) :	0.00						

19. Where can a consumer deposit their electricity bill?

Consumers can deposit their bills at:

- Authorized online payment partners (like Google Pay, Amazon Pay, Paytm, Phone Pe, etc)
- Through the TPADL-Connect mobile app.
- Mobile App Link: https://play.google.com/store/apps/details?id=com.tpddl.tpadl_connect
- Through the Official website www.tpadl.com.
- TPADL Cash Counters using UPI, Credit/Debit Cards, & Cash.

20. What is the minimum amount that can be paid through Cash?

The minimum cash payment amount is as per AVVNL's policy and regulatory guidelines. is ₹1/- and maximum up to is ₹10,000/-.

21. How can I pay my demand of new electricity connection/load enhancement/name change online?

Consumers can make payments for new connections, load enhancements, or name change demands through:

- The TPADL website under the "Customers > Pay your Non-Energy Payment" section, by using Debit/Credit Cards, UPI Or Net Banking Facility.
- Through TPADL Cash Counter (Maximum up to is ₹10,000/-). POS Machine
- DD (Demand Draft by Bank)

22. My Bill Reading Seems Incorrect – What Should I Do?

You can directly cross verify your billed unit yourself in your bill. If its not the same or incremental please complaint through below mentioned modes.

- Mobile App Link: https://play.google.com/store/apps/details?id=com.tpddl.tpadl_connect
- Email: customercare.tpadl@tatapower.com
- In person: Nearest TPADL Customer Service Centre.
- Via TPADL helpline number 18008890001 / 7412012222

Current Meter No./Type/Status	Unit	Current Meter Reading		Previous Meter Reading		Reading Diff.	MF	Trans. Loss	Total Consumption
		Date	Meter Reading	Date	Meter Reading				
SS1907492	Tot kwh import	01.06.2026	5223.00	01.05.2026	4768.00	455	1.000	0	455
	Tot kvah import		5410.00		4929.00	481		0	481
	MD kva		3.91		0	3.91		0.00	3.91
	Tot kwh export		6224.00		5772.00	452		0	452
SS17611991	Generation Unit	01.06.2026	8329.00	01.05.2026	7641.00	688	1.000	0	688

23. How Can I Request Meter Checking / Testing?

Please complaint through below mentioned modes.

- Mobile App Link: https://play.google.com/store/apps/details?id=com.tpddl.tpadl_connect
- Email: customercare.tpadl@tatapower.com
- In person: Nearest TPADL Customer Service Centre.
- Via TPADL helpline number 18008890001 / 7412012222

24. My meter display is not showing correctly. What should I do?

If your meter display is blank, flickering, or showing incorrect readings, please raise a complaint through the;

- Customer Care ID customercare.tpadl@tatapower.com.

- Customer care helpline number 18008890001 / 7412012222.
- TPADL mobile app https://play.google.com/store/apps/details?id=com.tpddl.tpdl_connect.
- Visit your nearest Customer Relation Centre (CRC).

25. What is the maximum load my meter can handle?

The maximum load depends on your sanctioned load and meter type. You can check this information on your latest bill or by contacting Customer Care ID customercare.tpdl@tatapower.com.

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		Metering Voltage (kV) :	LT Side	Elec. Cons :	2946.00		
Mobile No. :		Urban/Rural :	U	Meter :	0.00		
E-mail :		MRU No. :	D4M15C03	Connection Type :	Permanent		
Sanctioned Load (kW/HP) :	0.40 kW	Walking Seq :	0071-86-00	Tariff Category :	DS_LT1		
Contract Demand (kVA) :		Pole No. :		Bill Basis :	Reading		
Billing Demand (kVA) :	0.00			Billing Status :	Regular		

Arrears/Refund	Adjustment	Current Demand	Subsidy	LPSC	Net Amount Payable
0.05	323.28	36462.81	-494.50	0.00	36292

26. How do I know if my meter is suitable for my connected load?

Ensure your sanctioned load matches your actual usage. If your load exceeds the meter capacity, contact TPADL for a load enhancement request.

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		Metering Voltage (kV) :	LT Side	Elec. Cons :	2946.00		
Mobile No. :		Urban/Rural :	U	Meter :	0.00		
E-mail :		MRU No. :	D4M15C03	Connection Type :	Permanent		
Sanctioned Load (kW/HP) :	0.40 kW	Walking Seq :	0071-86-00	Tariff Category :	DS_LT1		
Contract Demand (kVA) :		Pole No. :		Bill Basis :	Reading		
Billing Demand (kVA) :	0.00			Billing Status :	Regular		

Arrears/Refund	Adjustment	Current Demand	Subsidy	LPSC	Net Amount Payable
0.05	323.28	36462.81	-494.50	0.00	36292

27. How is my electricity tariff calculated?

Tariff is calculated as per the approved rates by the Electricity Regulatory Commission, based on your consumer category and consumption slab.

विद्युत् उपयोग की दर (₹) 1 Oct 2025 से लागू			
श्रेणी	प्रति यूनिट रेट	ED	प्रति माह
General Domestic (सामान्य घरेलू)	Rate (दर)	(विद्युत् शुल्क) ₹	स्थायी शुल्क ₹
प्रथम 50 यूनिट प्रति माह	4.75	0.40	₹ 150/-*
51 से 150 यूनिट प्रति माह	6.00	0.40	₹ 150/-*
151 से 300 यूनिट प्रति माह	7.00	0.40	₹ 300/-*
301 से 500 यूनिट प्रति माह	7.00	0.40	₹ 500/-*
500 यूनिट प्रति माह से ज्यादा	7.50	0.40	₹ 800/-*
Domestic (घरेलू) HT, CD>50 KVA	6.50	0.40	₹ 300/KVA
NDS - अघरेलू (5 KW तक)			
प्रथम 100 यूनिट प्रति माह	7.00	0.40	₹ 350/-*
101 से 200 यूनिट प्रति माह	8.50	0.40	₹ 350/-*
201 से 500 यूनिट प्रति माह	8.50	0.40	₹ 450/-*
500 यूनिट प्रति माह से ज्यादा	8.50	0.40	₹ 700/-*
NDS - अघरेलू (5 KW अधिक)			
प्रथम 100 यूनिट प्रति माह	7.00	0.40	₹ 160/KW*
101 से 200 यूनिट प्रति माह	8.50	0.40	₹ 160/KW*
201 से 500 यूनिट प्रति माह	8.50	0.40	₹ 160/KW*
500 यूनिट प्रति माह से ज्यादा	8.50	0.40	₹ 200/KW*
NDS - अघरेलू HT, CD>50 KVA	8.50	0.40	₹ 320/KVA*
PSL - स्ट्रीट लाइट			
1 लाख से कम आबादी	7.00	0.40	₹ 150/लाइट
1 लाख से ज्यादा आबादी	7.50	0.40	₹ 200/लाइट
AG - कृषि मीटर			
सामान्य	5.25	0.04	₹ 30/HP
अन्य	7.00	0.04	₹ 60/HP
AG - कृषि फ्लैट रेट			
सामान्य	₹ 745/HP/Month		₹ 30/HP
अन्य	₹ 895/HP/Month		₹ 60/HP
SIP - लघु उद्योग			
500 यूनिट प्रति माह	6.00	0.40	₹ 90/HP
500 यूनिट प्रति माह से ज्यादा	6.00	0.40	₹ 150/HP
MIP - मध्यम श्रेणी उद्योग	6.50	0.40	₹ 150/HP, ₹ 275/KVA
Mixed Load - मिश्रित श्रेणी	7.50	0.40	₹ 150/HP, ₹ 300/KVA

28. How is the total bill amount calculated?

Your total bill includes energy charges, fixed charges, LPSC (Late Payment Surcharge, if applicable), and any government levies or subsidies.

TPADL TP AJMER DISTRIBUTION LIMITED (A TATA Power Company & Franchisee of AVVNL)		Bill of Supply for Electricity		7412012222 (टॉइप Hi on WhatsApp) 1800-889-0001 (टोल फ्री नंबर)	
संबन्धित नाम और पता: जोनल मैनेजर		D III - TPADL, HATHIBHATA POWER HOUSE, AJMER. PHONE NUMBER : 7412012222			
नाम	एम डी आई सीडिंग (KW/KVA)	0.00	सीए नं.	110413018267	बिल जारी तिथि 15.06.2026
बिलिंग पता	पावर फैक्टर		के नं.	20260615000404809	बिल नं.
आपूर्ति पता	औसत मासिक उपभोग (पूर्व वित्त वर्ष) (KWH)	170.00	विद्युत्ीकरण तिथि	05.01.2007	नियत भुगतान तिथि 25.06.2026
मोबाइल नं.	सप्लाय वोल्टेज (KV)	0.230	अमानत राशि (₹)		नियत भुगतान तिथि तक देय राशि (₹)
ईमेल	मीटरिंग वोल्टेज (KV)	LT Side	ऊर्जा खपत	1790.00	1850
स्वीकृत लोड (KW/HP)	शहरी / ग्रामीण	U	मीटर	0.00	नियत भुगतान तिथि के पश्चात देय राशि (₹)
कॉन्ट्रैक्ट डिमांड (KVA)	एम आर यू नं.	D3M15A01	कनेक्शन प्रकार	Permanent	1884
बिलिंग डिमांड (KW/KVA)	वाकिंग सीकवेन्स	0091-276-09	टैरिफ वर्ग	DS_LT1	
	पोल नं.		बिल आधार	Reading	
			बिलिंग स्थिति	Regular	
Arrears/Refund बकाया / वापसी (₹)	Adjustment समयोजन (₹)	Current Demand वर्तमान मांग (₹)	Subsidy सस्मिडी (₹)	LPSC-विलम्ब भुगतान संरचार (₹)	Net Amount Payable कुल देय राशि (₹)
-0.48	0.00	2415.43	-565.00	0.00	1850
गत भुगतान (₹)	2094.00	गत भुगतान तिथि	25.05.2026	विवादित राशि (₹)	

29. What is LPSC and how is it charged?

LPSC stands for Late Payment Surcharge, applied when bills are not paid by the due date. It is charged as per the applicable tariff regulations. It is 2% of the total board dues.

30. What are Fixed Charges and how are they calculated?

Fixed Charges are billed based on basis of average of last financial year energy consumption or your sanctioned load/Contract demand whichever is applicable.

बिल अवधि: 13.05.2026 to 13.06.2026			Current Demand Detail / वर्तमान मांग विवरण	
दिन: 32	कुल माह: 1,0462			
Units	Rate (₹/Unit)	Amount (₹)		
52.00	4.75	247.00	1) रूपायी शुल्क (₹)	313.86
105.00	6.00	630.00	2) विद्युत खर्च (₹)	1633.00
108.00	7.00	756.00	3) डिमांड सरचार्ज (₹)	0.00
			4) पावर फैक्टर सरचार्ज (+) / प्रोत्साहन (-) / शॉर्ट केपेसिटी सरचार्ज (3%)(₹)	0.00
			5) अनाधिकृत उपभोग राशि (₹)	0.00
			6) सी.टी./सी.टी. फिंराय (₹)	0.00
			7) ट्रांसमिशनर फिंराय (₹)	0.03
			8) फ्यूल सरचार्ज (₹)	132.02
			9) रेगुलेटरी सरचार्ज (₹)	190.80
			10) रिबेट - i) वोल्टेज/सॉलर (₹)	0.00
			ii) टीओडी/अन्य (₹)	0.00
			11) टीओडी सरचार्ज/अन्य (₹)	0.00
			12) निगम राशि (क्रम सं. 1 से 11) (₹)	2269.68
			13) विद्युत शुल्क (₹)	106.00
			14) जल संरक्षण उपकर (₹)	0.00
			15) नगरीय उपकर (₹)	39.75
			16) कुल वर्तमान मांग (₹) (क्रम सं. 12 से 15)	2415.43
पिछली खपत का ब्यौरा			एडजस्टमेंट - डेबिट (+)/ क्रेडिट (-) का ब्यौरा	
Bill Period बिल अवधि			KWH Units / उपभोग	

31. How can I check if my bill is based on an actual reading or estimation?

Your bill mentions "Meter Reading Type" (Actual / Provisional / Average). You can also verify the reading date and meter number on the bill.

TPADL TP AJMER DISTRIBUTION LIMITED (A TATA Power Company & Franchisee of AVVNL)		Bill of Supply for Electricity		7412012222 (टाइप Hi on WhatsApp) 1800-889-0001 (टोल फ्री नंबर)	
सबडिवीजन नाम और पता: जोनल मैनेजर		D III - TPADL, HATHIBHATA POWER HOUSE, AJMER. PHONE NUMBER : 7412012222			
नाम	एम डी आई रीडिंग (kW/kVA)	0.00	सीए नं.		बिल जारी तिथि 15.06.2026
बिलिंग पता	पावर फैक्टर		कै नं.	110413018267	बिल नं. 20260615000404809
	औसत मासिक उपभोग (पूर्व वित्त वर्ष) (kWh)	170.00	विद्युतीकरण तिथि	05.01.2007	नियत भुगतान तिथि 25.06.2026 नियत भुगतान तिथि तक देय राशि (₹) 1850 नियत भुगतान तिथि के पश्चात देय राशि (₹) 1884
आपूर्ति पता	सप्लाय वोल्टेज (kV)	0.230	अमानत राशि (₹)		
	मीटरिंग वोल्टेज (kV)	LT Side	ऊर्जा खपत	1790.00	
मोबाइल नं.	शहरी / ग्रामीण	U	मीटर	0.00	
ईमेल			कनेक्शन प्रकार	Permanent	
स्वीकृत लोड (kW/HP)	एम आर यू नं.	D3M15A01	टैरिफ वर्ग	DS LT1	
कॉन्ट्रैक्ट डिमांड (kVA)	वार्किंग सीकवेन्स	0091-276-03	बिल आधार	Reading	
बिलिंग डिमांड (kW/kVA)	पोल नं.		बिलिंग स्थिति	Regular	
Arrears/Refund बकाया / वापसी (₹)	Adjustment समायोजन (₹)	Current Demand वर्तमान मांग (₹)	Subsidy सब्सिडी (₹)	LPSC-विलम्ब भुगतान सरचार्ज (₹)	Net Amount Payable कुल देय राशि (₹)
-0.48	0.00	2415.43	-565.00	0.00	1850
गत भुगतान (₹)	2094.00	गत भुगतान तिथि	25.05.2026	विवादित राशि (₹)	

32. What is Fuel Surcharge and how is it calculated?

Fuel Surcharge reflects variations in fuel costs used for electricity generation. It is calculated as per regulatory norms and mentioned in your bill.

No. of units consumed X rate of fuel surcharge

33. When will I receive my electricity bill?

Bills are generally issued monthly after meter reading. You can view or download your bill anytime from the TPADL website or mobile app.

34. How can I resolve a billing dispute?

You can lodge a billing dispute through customer care email id cutomercare.tpadl@tatapower.com or visiting at your nearest CRC.

35. How can I apply for reconnection?

Consumers can apply for reconnection through customer care email id cutomercare.tpadl@tatapower.com or visiting at your nearest CRC.

Theft, Misuse & Vigilance Related FAQs

36. What is meant by "Misuse/Unauthorized use of electricity (UUE)"?

Unauthorized use of electricity means using electricity for purposes other than those sanctioned in your connection agreement.

The unauthorized use of electricity shall include:

- Use of electricity supplied under lower tariff for a purpose for which a higher tariff is in force, or
- Exceeding the sanctioned connected load.
- For the purpose other than for which the usage of electricity was authorized; or for the premises or areas other than those for which the electricity supply was authorized.
- Use of apparatus for splitting a single or two phase to run a 3- phase appliance when 3- phase supply is not available to him, tampering with the system to convert 3- phase transformer to single phase by manipulating the phase and earth.
- Non-compliance of orders imposing restriction on use of electricity during power cut /load shedding.
- Restoration of the disconnected service through meter.

37. What is meant by "Theft of Electricity"?

Theft of electricity includes illegal practices like:

- Tapping electricity directly from lines.
- Tampering with meters to reduce consumption.
- Using an illegal meter.

38. What action is taken against those who commit theft/misuse of electricity?

As per the Electricity Act, 2003:

- Strict penalties and fines are imposed.
- Power supply may be disconnected.
- In cases of theft & meter temper, criminal action can also be initiated including Imprisonment.

39. Where can I lodge a complaint against the theft of electricity?

Consumers can lodge complaints about theft by:

- Calling on Vigilance no: - 7412079477
- Calling the TPADL customer care/helpline 18008890001 / 7412012222.
- Using the TPADL-Connect app/website, under feedback section.
- Reporting anonymously at the nearest TPADL office.
- Mail to TPADL Customer care mail (Customercare.tpadl@tatapower.com)

Solar Related FAQs

40. What is PM-SGMBY and its subsidy?

PM-SGMBY (PM Surya Ghar: Muft Bijli Yojana) is a central government scheme promoting rooftop solar installations. Eligible domestic consumers receive a subsidy, credited directly into their bank account.

Subsidy Details: -

Average Monthly Electricity Consumption (Units)	Capacity of Solar System to be Installed on Roof	Subsidy Amount (Rs.)
0 to 150	1–2 Kilowatt	₹30,000 to ₹60,000
150 to 300	2–3 Kilowatt	₹60,000 to ₹78,000
More than 300	More than 3 Kilowatt	₹ 78,000

41. What are the documents required to apply for a solar connection?

The documents include:

- Application form.
- Identity proof (Aadhaar, PAN, etc.).
- Recent electricity bill.
- Passport-size photographs.

42. What is the basic calculation of a solar bill?

Your solar bill is based on:

- Total energy generated by the solar panels.
- Units consumed from the grid minus units exported back through net metering.
- Adjustments/subsidy as per DISCOM regulations.

43. Where do I check whether I am receiving a solar subsidy or not?

Consumers can check subsidy status through: First should be self-check then call.

TPADL's customer service centre, helpline number 18008890001 / 7412012222.

Printed on electricity bill.



44. My solar and net meter display is not correct. What should I do?

You should immediately:

- Provide information to TPADL & Request a meter inspection/test by TPADL.
- Provide new solar or net meter to TPADL for testing and installation.

45. Where can I get my Solar meter tested?

Solar meters can be tested at the designated TPADL Meter Testing Laboratory upon consumer request located at Parbatpura – Ricco Industrial Area.

Latitude and Longitude 26°24'39"N 74°39'35"E

46. What is the Solar Support Email ID?

A. The official Solar Support Email ID for all solar-related queries is solar.tpadl@tatapower.com

- documentation support
- Testing letters/Solar NOC
- File processing
- Application process queries and status updates
- Demand note-related queries
- Any other solar-related assistance

47. What are the key updates and guidelines for Solar connections?

- Solar Extension: Non-DCR panels are allowed after submission of the MNRE feasibility report.
- DS Connections: Consumers may install Non-DCR panels by opting out of the MNRE subsidy.
- NDS Connections: Non-DCR panels are permitted up to 31 December 2026.
- Augmentation Delays: Cases delayed due to zone-level augmentation will be reviewed and processed.
- Load Enhancement (1 to 3 Phase): Select "Load with Solar" in the meter change category and verify whether the existing solar connection is under MNRE or Non-MNRE.
- MNRE Applications Above 10 kW: Verify zone feasibility remarks. If feasible, forward the case to the concerned team for portal feasibility release.
- Vendor Disputes: Advise consumers to register complaints on the PMSG-MBY Grievance Portal (GMS).

• Safety & Voltage Related FAQs

48. What safety precautions should be taken with electrical equipment/appliances?

- Do not overload sockets.
- Use of ELCB
- Always use ISI-marked appliances and wiring.
- Keep water away from electrical equipment.
- Ensure proper earthing.
- Switch off appliances when not in use.

47. What is leakage current? How does it affect billing?

Leakage current is the unintended flow of electricity due to faulty wiring, appliances, or earthing. It can:

- Increase your electricity consumption.
- Lead to higher bills.
- Cause safety hazards like shocks and fires.
- It is better always got it checked by licensed electrical contractor.

49. Who should I contact if I fear a safety hazard in my electrical installation?

Contact a licensed electrical contractor immediately and inform TPADL call centre or customer care for further inspection.

50. What is the allowed variation in voltage?

Voltage can vary within $\pm 6\%$ of the declared voltage as per regulations.

51. What should I do if my voltage is low or fluctuating?

Check internal wiring and appliances.

If the issue persists, register a complaint at TPADL for technical support via TPADL helpline number 18008890001 / 7412012222, TPADL Connect Mobile App or WhatsApp Services 7412012222.

Grievance Redressal

52. How can I apply for grievance redressal with TPADL?

Consumers can file grievances by:

- Visiting the TPADL Internal Grievance Redressal Forum (IGRF) through the website/ email customercare.tpadl@tatapower.com or visit office.
- Submitting the grievance form along with supporting documents.

53. Where can I apply if I am not satisfied with TPADL Internal Grievance Redressal Forum?

If unsatisfied with the TPADL IGRF decision, consumers can escalate the matter to the:

- AVVNL's Chief Grievance Redressal Forum (CGRF) Committee.
- Electricity Ombudsman, appointed by the Rajasthan Electricity Regulatory Commission (RERC).

Connection & Account Changes FAQs

54. How can I apply for a New Electricity Connection?

- Fill out the **New Connection Application Form** [New Connection Form English.pdf](#) with details like load requirement, address, and applicant info.
- Attach required documents:
- Identity Proof: Aadhar card/Driving License/Voter ID, Passport/Ration card or any other document for Identity proof.
- Address Proof: Details provided in new connection application form as mentioned below;

1) (a) Proof of ownership/occupancy of the premises: (any one of the following
a) Title Deed (Registry)
b) Possession letter issued by Local Bodies or any other Government authority like RIIICO, Industries Deptt.etc.
c) In Rural areas, the certificate issued by Revenue authorities
d) Mortgage deed
e)Patta
f) Sale deed
g) Allotment letter
h) Court Order
i) Any other document (specify)
(b) Proof of tenant/occupier: no objection certificate of the landlord in form-A or if NOC is not available indemnity bond in form-B to be attached
c) Proof of address in case of occupier or tenant having no NOC or rent deed of the owner. Proof in the form of Aadhar card/Driving License/Voter ID, Passport/Ration card or any other document for address proof as may be approved by Commission.

- Neighbour's Electricity Bills – For all new connection applications
- Submit the form via:
- Email: customercare.tpadl@tatapower.com
- In person: Nearest TPADL Customer Service Centre.

55. How to Request Load Enhancement / Load Reduction?

- Download the **Load or Tariff Change Form** [New Connection Form English.pdf](#).
- Fill in the desired load change and reason.
- Attach supporting documents: - Id Proof & Electricity Bill (copy)
- Submit the form in TPADL through Email: customercare.tpadl@tatapower.com or in person in nearest TPADL Customer Service Centre.
- Pay demand charges of;

- Differential security deposit
- Meter upgrade / service line charges (if applicable)
- TPADL will inspect and update your sanctioned load upon approval.

56. How to Apply for Name Change / Transfer of Connection?

- Download the **Name Change / Attribute Change Form** [New Connection Form English.pdf](#).
- Fill in details of current and new consumer, reason (e.g., sale, gift, inheritance).
- Attach:
 - Valid ID proof
 - Proof of ownership / occupancy [New Connection Form English.pdf](#)
 - NOC from previous owner (if required)
 - Latest electricity bill
- Submit the form in TPADL through Email: customercare.tpadl@tatapower.com or in person in nearest TPADL Customer Service Centre.
- Pay demand charges & TPADL will verify and update the name on record.

57. How can I correct the Name or Address on my Electricity Bill?

A written application for **Name/Address Correction** & Submit the form with relevant documents:

- **Name Correction:** Valid ID, Latest Bill, Proof of Ownership (Registered).
- **Address Correction:** Address Proof, Latest Bill, NOC (if rented).
- Submit the form and documents through email: customercare.tpadl@tatapower.com or to the nearest Customer Service Centre.
- TPADL will verify and update in the next billing cycle.

58. How to Apply for a Temporary Connection?

- Fill **Temporary Connection Application Form** [New Connection Form English.pdf](#)
- Submit relevant document for id proof & address proof
- TPADL will further proceed after payment of demand note.

59. How to Apply for Permanent Disconnection (PD)?

Visit the nearest TPADL Service Centre. Ensure all outstanding dues are cleared before applying for Permanent Disconnection (PD).

Attach documents:

- Latest paid electricity bill
- ID proof (Aadhaar, PAN)
- Ownership/Occupancy proof (Sale deed / Rent Agreement)
- Request letter with reason for disconnection
- No dues certificate (if applicable)
- Submit at the service centre or online through Customer Care ID customercare.tpadl@tatapower.com.
- TPADL will Verify documents, conduct site inspection & will generate final bill.
- After payment, meter will be removed and connection permanently closed.