

Respected Sir,

Compliance report received from the Concerned Department In compliance with the Order dated 29.01.2026 passed by the Hon'ble Ombudsman regarding matter of Ms. Jyoti Rani . A detailed Enquiry is conducted in the matter relating to Change of Name (Old CA No. 60030915973 / New CA No. 60034783369).

1. Scope of Enquiry-The enquiry covered:

- Scrutiny of submitted documents (Application, GPA, NOC, ID proofs)
- SVR reports and system transaction logs
- KYC update trail and OTP validation records
- Proceedings before ICGRC and CGRF

2. Key Findings

1. The Change of Name (CON) request was processed in accordance with the prevailing SOP and applicable regulatory framework.
2. Deficiencies were duly raised where observed (blurred NOC and signature mismatch), and processing was undertaken only after re-verification of documents.
3. The system permitted KYC mobile number update based on submitted Aadhaar, enabling OTP-based validation.
4. Upon receipt of objection from the original Registered Consumer, immediate review was conducted and Show Cause Notice was issued to the applicant.
5. In absence of response from the applicant and in order to safeguard consumer interest, the CON was reverted to the original Registered Consumer at ICGRC stage.
6. No deliberate lapse, mala fide intent, or procedural negligence was established against any official.
7. The issue was found to have arisen due to systemic limitations rather than individual misconduct.

3. Compliance with Ombudsman Order

- Compensation of ₹10,000/- has been given to the appellant though Credit in electricity bill in compliance of Ombudsman Order. The copy of electricity bill with credit amount of Rs. -10,000/- ( compensation awarded by Hon'ble Ombudsman) is attached for your ready reference.
- The Licensee has accepted the direction in the spirit of consumer protection and transparency.

4. Corrective & Preventive Measures Initiated

Without prejudice to the procedural compliance in the instant case, the following measures have been initiated:

- Mandatory confirmation mechanism with existing Registered Consumer (RC) documents prior to final approval in sensitive CON (change of Name) cases till possible ( If RC document is available in system).
- Advisory conveyed to all processing officials for stricter document verification.
- Proposal under evaluation for system-level safeguards, including controlled KYC update validation and change of name mechanism to be make through common process.
- Other initiatives also taken like Sample QC and MIS monitoring of Change of Name cases.

The Licensee remains committed to strengthening consumer protection mechanisms and ensuring procedural robustness to prevent recurrence of similar instances.

This submission is made for kind consideration and record.

Regards

Jamal Nasir

Sr. Manager-Legal (TPDDL)

**Bill of Supply for Electricity**

AS ON DATE BILL 10.03.26

Name: MS. JYOTI RANI .W/O Mr. ROHIT CHAUHAN  
Billing Address: LANDMARK NA VILLAGE BAKHTAWARPUR NEW DELHI 110036

Sanctioned Load (KW/KVA) 1.00/  
Contract Demand  
Power Factor  
District NARELA  
Zone Bahaktawarpur  
MRU No. NL18A001  
Walking Sequence 000811/0133/001  
Pole/Pillar No. 517-63/11/1/3

CA No. 60034783369  
Energyisation Date 17/06/1991  
Security Deposit 600.00  
SLD Charges 0.00  
Connection Type PERMANENT  
Tariff Category Domestic Lighting DL  
Bill Basis Actual(KWH)  
Bill Remark Bill On Reading  
Bill Date 03/03/2026  
Bill No.  
Connection Status Active

Supply Address: VILLAGE BAKHTAWARPUR CITY DELHI 110036 LANDMARK NA

Mobile/Tel XXXXXX2311  
E-mail J\*\*\*\*\*t@hotmail.com

Unit यूनिट	Current Meter Detail वर्तमान मीटर की जानकारी		Removed Meter Detail सारा हुए मीटर की जानकारी		Units Consumed (E) खपत की गई यूनिट्स [(A-B) x MF] + [(C-D) x MF]
	Current Reading (A) वर्तमान रीडिंग	Previous Reading (B) पिछली रीडिंग	Current Reading (C) वर्तमान रीडिंग	Previous Reading (D) पिछली रीडिंग	
KWH	22041	22041			0
MDI KW	0.50				

Scan & Pay through UPI



Due Date (देय तिथि)

NOT TO PAY

(Immediate for Arrears)  
Amount Payable  
(कुल देय राशि)  
Rs. -10930.00



**Current Demand Details / वर्तमान शुल्क का विवरण** Amount / राशि (₹)

Bill Period (बिल अवधि) 01/02/2026 to 03/03/2026 Days (दिन) 31 Month (माहिना) 1.0968  
FC - 1.00 \*20.00 \*1.0968=21.94

Fixed Charges (F) स्थायी शुल्क	Energy Charges (I) विद्युत शुल्क			Power Purchase Cost Adjustment Charge (PPAC) (विद्युत क्रय समायोजन शुल्क)	% Percentage	Amount	Electricity Tax @ 5% on (G+H+K+M) विद्युत कर (₹)
	Units	Rate	Amount				
21.94				(I) PPAC on Fixed Charge 14.84% 3.26 (K) PPAC on Energy Charge 14.84% 0.00			
<b>Time of Day (TOD) Surcharge (G)</b>				<b>Surcharge / अतिमात्र</b>			<b>Rebate (रकम) (Q)</b>
				(L) Surcharge on Fixed Charge 8.00% 1.76 (M) Surcharge on Energy Charge 8.00%			<b>CCTV/LED/WIFI Units</b>
<b>Time of Day (TOD) Rebate (H)</b>				<b>Pension Trust Charge (PTC)</b>			<b>Net Current Demand</b> कुल वर्तमान शुल्क
				(N) PTC on Fixed Charge 7.00% 1.54 (O) PTC on Energy Charge 7.00% 0.00			<b>28.50</b>

Your Electricity Bill Summary / बिल सारांश

Net Current Demand कुल वर्तमान शुल्क	Subsidy सब्सिडी	Arrears/रकम Energy शुल्क	Non-Energy शुल्क	Provisional Refund वापसी	Adjustment समायोजन	LISC अतिमात्र	Amount Payable कुल देय राशि (₹)
28.50	-28.50	-930	0		-10000.00		-10930.00

**Subsidy Details (सब्सिडी विवरण)**

Month	Unit Slab	Eligible Units	Subsidy Amount (₹)
1.0968	0-200	0	-28.50

**Consumption History (खपत का विवरण)**

Billing Period	Days	Units	Bill Basis	Current Demand	Subsidy	Provisional Bill Refund	Total Amount Payable
01/02/26 to 03/03/26	31		Actual	28.50	-28.50	0.00	-10930.00
31/12/25 to 31/01/26	32		Actual	26.46	-26.46	0.00	-930.00
01/12/25 to 30/12/25	30		Actual	24.45	-24.45	0.00	-930.00
31/10/25 to 30/11/25	31		Actual	24.73	-24.73	0.00	-930.00
29/09/25 to 30/10/25	32	1	Actual	29.69	-29.69	0.00	-930.00
30/08/25 to 28/09/25	30	3	Actual	35.93	-35.93	0.00	-930.00

**Payment/Coupon History (प्रदान/कूपन का विवरण)**

Month	Unit Slab	Eligible Units	Subsidy Amount (₹)
1.0968	0-200	0	-28.50

**Other Arrears not incl. in "Total Amount Payable"**

On A/c of	Amount
Theft Electricity	N/A/Dispute

**CONTACT US (संपर्क करें)**

Sampark Kendra 19124  
Chat Assistance 7303482071

Mobile App My Tata Power App  
Bill on WhatsApp 7303482071

Website www.tatapower-ddl.com  
E-mail customercare@tatapower-ddl.com

**Important Message (महत्वपूर्ण सूचना)**

To resolve disputes related to any public utility services like electricity, DJB & gas, Permanent Lok Adalat may be contacted. For more information visit DSLSA Website www.DSLSA.org.

Make your cheque/DD payable to Tata Power Delhi Distribution Limited CA No. 060034783369. 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.

Power Purchase Adjustment Cost (PPAC) is being levied on Energy & Fixed Charges as - Provisional PPAC @ 7.60% and Differential PPAC @ 7.36%, for detail, please refer reverse side of bill

Nearest Payment Centres (1) TPDDL Payment Centre, TPDDOffice, Near C-631, DSIDC Industrial Area, Narela, Delhi-110040(2) TPDDL Payment Centre, TPDDL Office, Near Swami Shradhanand college, Alipur, Delhi 110036

Notice: In event of all dues (incl. previous bills/arrear) non-payment by due date, connection shall be disconnected after expiry of 15 days notice period as per sec 56(1) of EA, 2003.

Pay your Tata Power-DDL Bills through your Payment App or Bank Website With Bharat BillPay assurance.

Wasn't at home when the meter reader visited? Send us your reading along with photographs using Self-reading on WhatsApp. 96675 58009

LET'S MOVE TO ELECTRIC VEHICLES FOR BETTER TOMORROW

For getting e-bill visit customer login section at our website (www.tatapower-ddl.com) / call us at 19124 to contribute towards a greener tomorrow.





TATA POWER-DDL

TATA POWER DELHI DISTRIBUTION LIMITED

(A Tata Power and Delhi Government Joint Venture)

Customer Information Sheet (CIS)

Name: MS. JYOTI RANI .

CA no: 60034783369

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)	
		From	To		From	To									
Assessment /Unbilled Details															
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	10000-
	Security Deposit		TCS charged on Total Coll.	
	Interest on Security Deposit		TCS deducted Amount	
Service Line Charges/One time Non-refundable charges		TDS u/s 194Q		
LPSG	0	Total Non-Energy Charges	-10000.00	
Solar GBI + Capital Subsidy	0	Others Energy Chrg.		
Total Amount (1+2+3+4) as shown in column "Adjustment" in your Bill No. 10313789913			-10000	

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