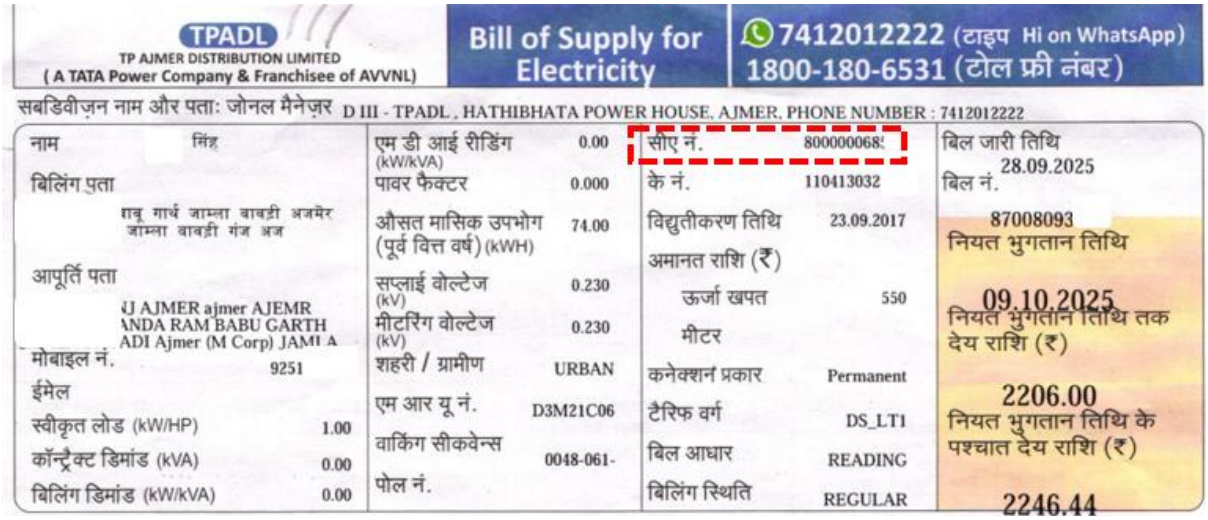
TPADL Consumer FAQs

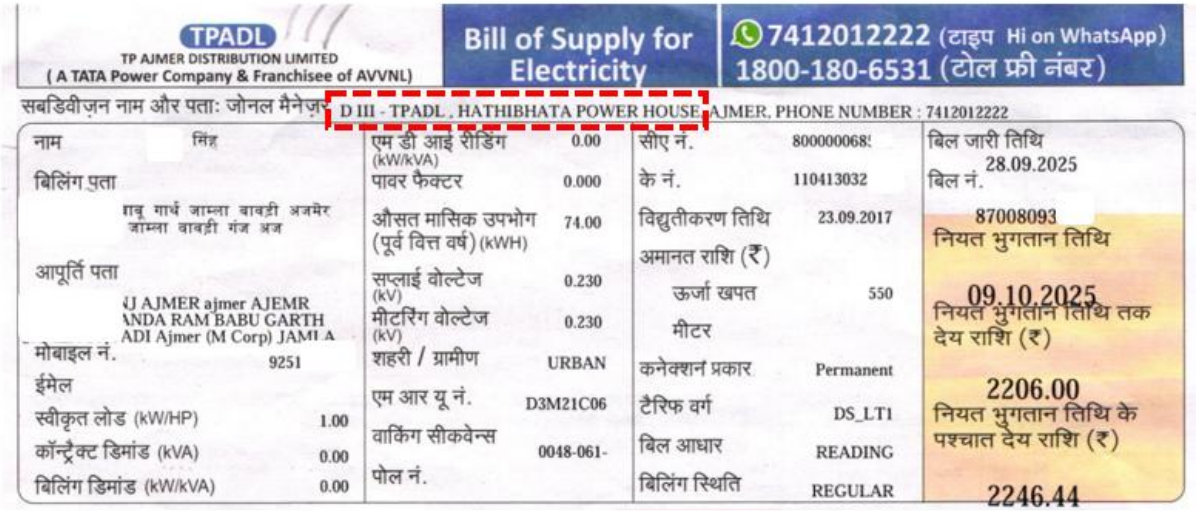
General Account & Basic FAQs

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)
Bill of Supply for Electricity
7412012222 (टाइप Hi on WhatsApp)
1800-180-6531 (टोल फ्री नंबर)
सबडिवीज़न नाम और पता: जोनल मैनेज़र D III - TPADL , HATHIBHATA POWER HOUSE, AJMER, PHONE NUMBER : 7412012222
नाम सिंह
बिलिंग पता
शबू गार्थ जाम्ला बावड़ी अजमेर
जाम्ला बावड़ी गंज अज
आपूर्ति पता
AJ AJMER ajmer AJEMR
ANDA RAM BABU GARTH
ADI Ajmer (M Corp) JAMLA
मोबाइल नं. 9251
ईमेल
स्वीकृत लोड (kW/HP) 1.00
कॉन्ट्रैक्ट डिमांड (kVA) 0.00
बिलिंग डिमांड (kW/kVA) 0.00
एम डी आई रीडिंग (kW/kVA) 0.00
पावर फैक्टर 0.000
औसत मासिक उपभोग (पूर्व वित्त वर्ष) (kWH) 74.00
सप्लाई वोल्टेज (kV) 0.230
मीटरिंग वोल्टेज (kV) 0.230
शहरी / ग्रामीण URBAN
एम आर यू नं. D3M21C06
वार्किंग सीकवेन्स 0048-061-
पोल नं.
सीए नं. 800000068
के नं. 110413032
विद्युतीकरण तिथि 23.09.2017
अमानत राशि (₹)
ऊर्जा खपत 550
मीटर
कनेक्शन प्रकार Permanent
टैरिफ वर्ग DS_LT1
बिल आधार READING
बिलिंग स्थिति REGULAR
बिल जारी तिथि 28.09.2025
बिल नं. 87008093
नियत भुगतान तिथि 09.10.2025
नियत भुगतान तिथि तक देय राशि (₹) 2206.00
नियत भुगतान तिथि के पश्चात देय राशि (₹) 2246.44

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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नाम सिंह
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शबू गार्थ जाम्ला बावड़ी अजमेर
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आपूर्ति पता
AJ AJMER ajmer AJEMR
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मोबाइल नं. 9251
ईमेल
स्वीकृत लोड (kW/HP) 1.00
कॉन्ट्रैक्ट डिमांड (kVA) 0.00
बिलिंग डिमांड (kW/kVA) 0.00
एम डी आई रीडिंग (kW/kVA) 0.00
पावर फैक्टर 0.000
औसत मासिक उपभोग (पूर्व वित्त वर्ष) (kWH) 74.00
सप्लाई वोल्टेज (kV) 0.230
मीटरिंग वोल्टेज (kV) 0.230
शहरी / ग्रामीण URBAN
एम आर यू नं. D3M21C06
वार्किंग सीकवेन्स 0048-061-
पोल नं.
सीए नं. 800000068
के नं. 110413032
विद्युतीकरण तिथि 23.09.2017
अमानत राशि (₹)
ऊर्जा खपत 550
मीटर
कनेक्शन प्रकार Permanent
टैरिफ वर्ग DS_LT1
बिल आधार READING
बिलिंग स्थिति REGULAR
बिल जारी तिथि 28.09.2025
बिल नं. 87008093
नियत भुगतान तिथि 09.10.2025
नियत भुगतान तिथि तक देय राशि (₹) 2206.00
नियत भुगतान तिथि के पश्चात देय राशि (₹) 2246.44

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 (18001806531 / 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 (18001806531 / 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 18001806531 / 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 18001806531 / 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 (±6%) & Three-phase supply: 415 Volts (±6%).

Payment & Billing Related FAQs

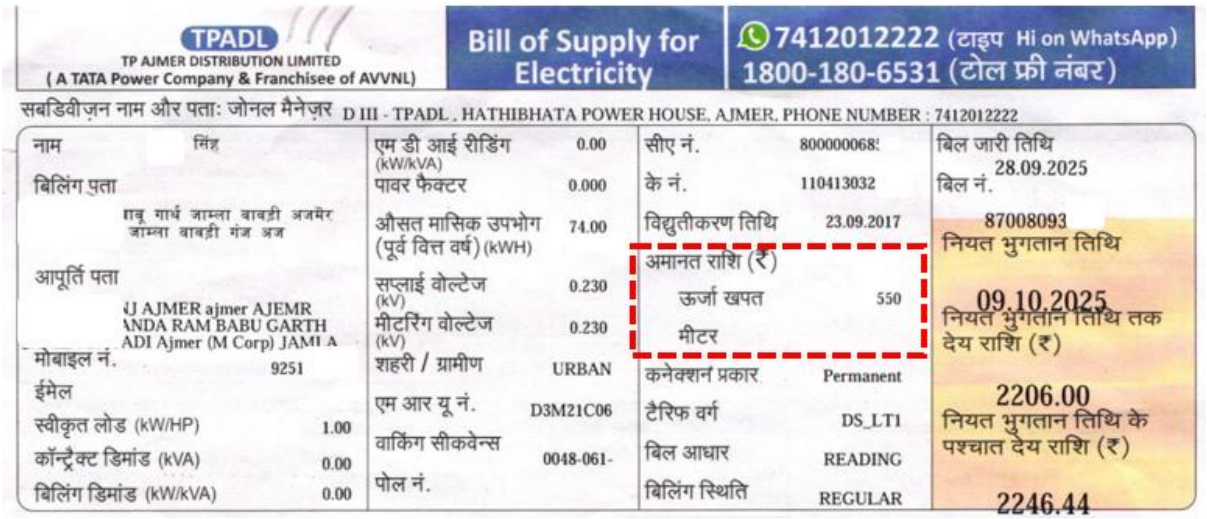
17. How can I pay my bills online?
Consumers can pay electricity bills online through:

- 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 18001806531 / 7412012222 or visiting the nearest Consumer Service Center.

Already deposited security amount is printed on electricity bill.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Bill of Supply for Electricity

7412012222 (टाइप Hi on WhatsApp)
1800-180-6531 (टोल फ्री नंबर)

सबडिवीज़न नाम और पता: जोनल मैनेज़र D III - TPADL , HATHIBHATA POWER HOUSE, AJMER. PHONE NUMBER : 7412012222

नाम	सिंह	एम डी आई रीडिंग (kW/kVA)	0.00	सीए नं.	800000068!	बिल जारी तिथि	28.09.2025
बिलिंग पता	बाबू गार्थ जाम्ला बावड़ी अजमेर जाम्ला बावड़ी गंज अज	पावर फैक्टर	0.000	के नं.	110413032	बिल नं.	87008093
		औसत मासिक उपभोग (पूर्व वित्त वर्ष) (kWH)	74.00	विद्युतीकरण तिथि	23.09.2017	नियत भुगतान तिथि	09.10.2025
आपूर्ति पता	JJ AJMER ajmer AJEMR ANDA RAM BABU GARTH ADI Ajmer (M Corp) JAMI A	सप्लाई वोल्टेज (kV)	0.230	अमानत राशि (₹)		नियत भुगतान तिथि तक देय राशि (₹)	2206.00
		मीटरिंग वोल्टेज (kV)	0.230	ऊर्जा खपत	550		
मोबाइल नं.	9251	शहरी / ग्रामीण	URBAN	मीटर			
ईमेल		एम आर यू नं.	D3M21C06	कनेक्शन प्रकार	Permanent	नियत भुगतान तिथि के पश्चात देय राशि (₹)	2246.44
स्वीकृत लोड (kW/HP)	1.00	वार्किंग सीकवेन्स	0048-061-	टैरिफ वर्ग	DS_LT1		
कॉन्ट्रैक्ट डिमांड (kVA)	0.00	पोल नं.		बिल आधार	READING		
बिलिंग डिमांड (kW/kVA)	0.00			बिलिंग स्थिति	REGULAR		

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/-.

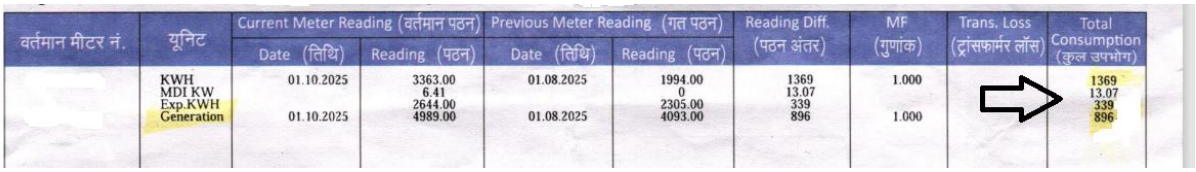
21. How can I pay my demand of new electricity connection/load enhancement/name change online?
Consumers can make payments for new connections, load enhancements, or name change demands through:

- 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 18001806531 / 7412012222



वर्तमान मीटर नं.	यूनिट	Current Meter Reading (वर्तमान पठन)		Previous Meter Reading (गत पठन)		Reading Diff. (पठन अंतर)	MF (गुणांक)	Trans. Loss (ट्रांसफार्मर लॉस)	Total Consumption (कुल उपभोग)
		Date (तिथि)	Reading (पठन)	Date (तिथि)	Reading (पठन)				
	KWH	01.10.2025	3363.00	01.08.2025	1994.00	1369	1.000		1369
	MDI KW		6.41		0	13.07			13.07
	Exp.KWH		2644.00		2305.00	339			339
	Generation	01.10.2025	4989.00	01.08.2025	4093.00	896	1.000		896

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 18001806531 / 7412012222

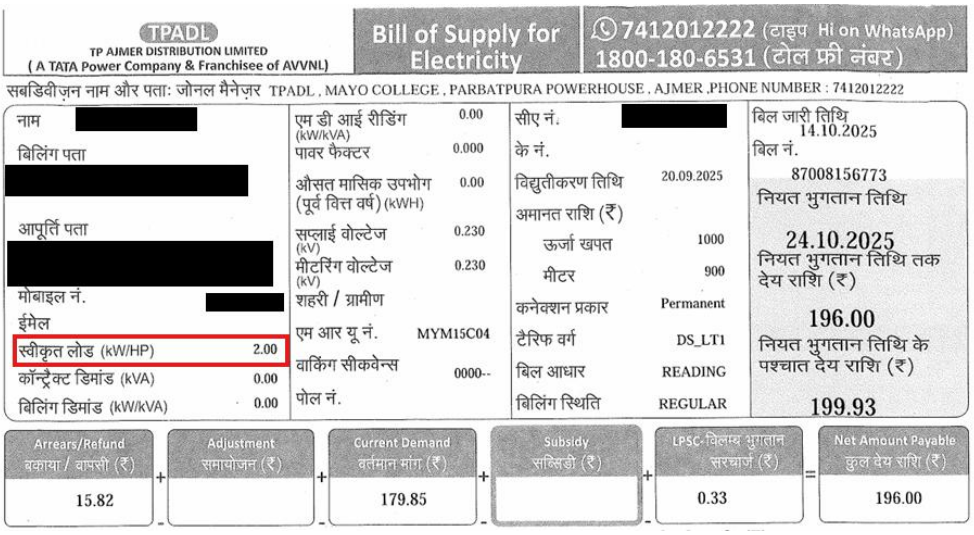
24. My meter display is not showing correctly. What should I do?

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 18001806531 / 7412012222.
- TPADL mobile app https://play.google.com/store/apps/details?id=com.tpddl.tpadl_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.tpadl@tatapower.com.



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7412012222 (टाइप Hi on WhatsApp)
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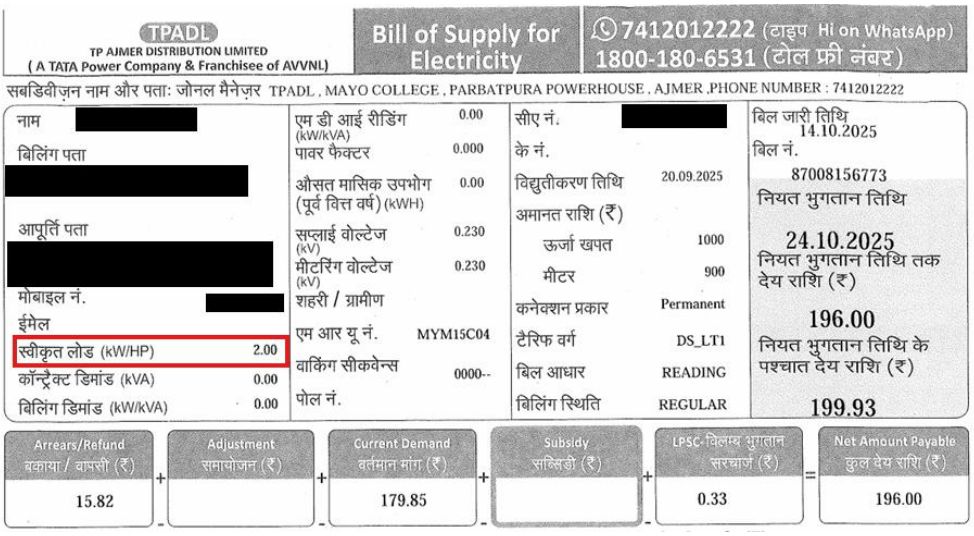
सबडिवीज़न नाम और पता: जोनल मैनेज़र TPADL , MAYO COLLEGE , PARBATPURA POWERHOUSE , AJMER ,PHONE NUMBER : 7412012222

नाम [redacted]	एम डी आई रीडिंग (kW/kVA) 0.00	सीए नं. [redacted]	बिल जारी तिथि 14.10.2025
बिलिंग पता [redacted]	पावर फैक्टर 0.000	के नं.	बिल नं. 87008156773
	औसत मासिक उपभोग (पूर्व वित्त वर्ष) (kWH) 0.00	विद्युतीकरण तिथि 20.09.2025	नियत भुगतान तिथि 24.10.2025
आपूर्ति पता [redacted]	सप्लाई वोल्टेज (kV) 0.230	अमानत राशि (₹)	
	मीटरिंग वोल्टेज (kV) 0.230	ऊर्जा खपत 1000	नियत भुगतान तिथि तक देय राशि (₹) 196.00
मोबाइल नं. [redacted]	शहरी / ग्रामीण	मीटर 900	
ईमेल		कनेक्शन प्रकार Permanent	
स्वीकृत लोड (kW/HP) 2.00	एम आर यू नं. MYM15C04	टैरिफ वर्ग DS_LT1	नियत भुगतान तिथि के पश्चात देय राशि (₹) 199.93
कॉन्ट्रैक्ट डिमांड (kVA) 0.00	वार्किंग सीकवेन्स 0000--	बिल आधार READING	
बिलिंग डिमांड (kW/kVA) 0.00	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 (₹)
15.82	-		-	179.85	-		-	0.33		196.00

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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1800-180-6531 (टोल फ्री नंबर)

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नाम [redacted]	एम डी आई रीडिंग (kW/kVA) 0.00	सीए नं. [redacted]	बिल जारी तिथि 14.10.2025
बिलिंग पता [redacted]	पावर फैक्टर 0.000	के नं.	बिल नं. 87008156773
	औसत मासिक उपभोग (पूर्व वित्त वर्ष) (kWH) 0.00	विद्युतीकरण तिथि 20.09.2025	नियत भुगतान तिथि 24.10.2025
आपूर्ति पता [redacted]	सप्लाई वोल्टेज (kV) 0.230	अमानत राशि (₹)	
	मीटरिंग वोल्टेज (kV) 0.230	ऊर्जा खपत 1000	नियत भुगतान तिथि तक देय राशि (₹) 196.00
मोबाइल नं. [redacted]	शहरी / ग्रामीण	मीटर 900	
ईमेल		कनेक्शन प्रकार Permanent	
स्वीकृत लोड (kW/HP) 2.00	एम आर यू नं. MYM15C04	टैरिफ वर्ग DS_LT1	नियत भुगतान तिथि के पश्चात देय राशि (₹) 199.93
कॉन्ट्रैक्ट डिमांड (kVA) 0.00	वार्किंग सीकवेन्स 0000--	बिल आधार READING	
बिलिंग डिमांड (kW/kVA) 0.00	पोल नं.	बिलिंग स्थिति REGULAR	

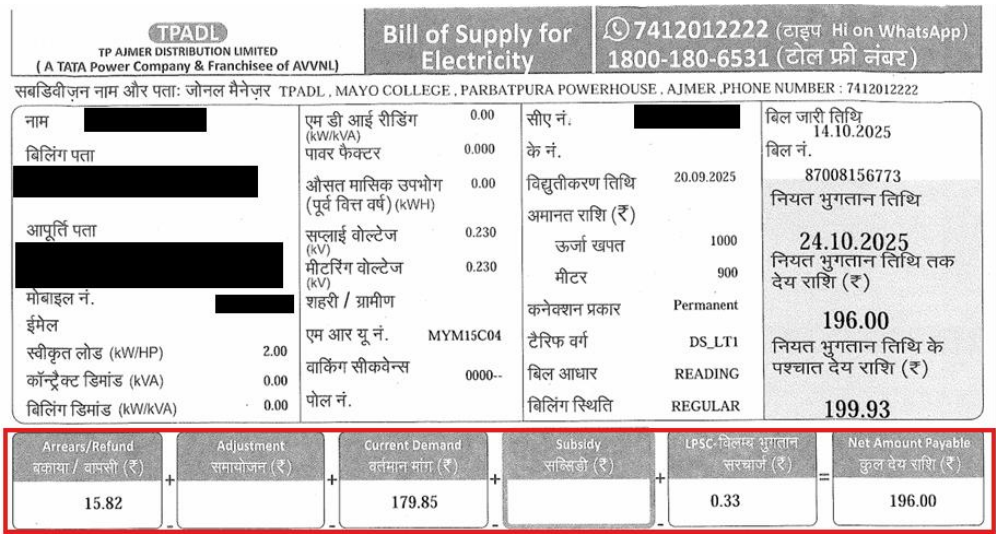
Arrears/Refund बकाया / वापसी (₹)	+	Adjustment समायोजन (₹)	+	Current Demand वर्तमान मांग (₹)	+	Subsidy सब्सिडी (₹)	+	LPSC-विलम्ब भुगतान सरचार्ज (₹)	=	Net Amount Payable कुल देय राशि (₹)
15.82	-		-	179.85	-		-	0.33		196.00

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		प्रति माह स्थायी शुल्क ₹
General Domestic (सामान्य घरेलु)	Rate (दर)	ED (विद्युत् 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 (घरेलु) HT, CD>50 KVA	6.50	0.40	₹ 300/KVA
NDS – अघरेलु (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 – अघरेलु (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 – अघरेलु 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 फ्लेट 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 (टाइप Hi on WhatsApp)
1800-180-6531 (टोल फ्री नंबर)

सबडिवीज़न नाम और पता: जोनल मैनेज़र TPADL , MAYO COLLEGE , PARBATPURA POWERHOUSE , AJMER ,PHONE NUMBER : 7412012222

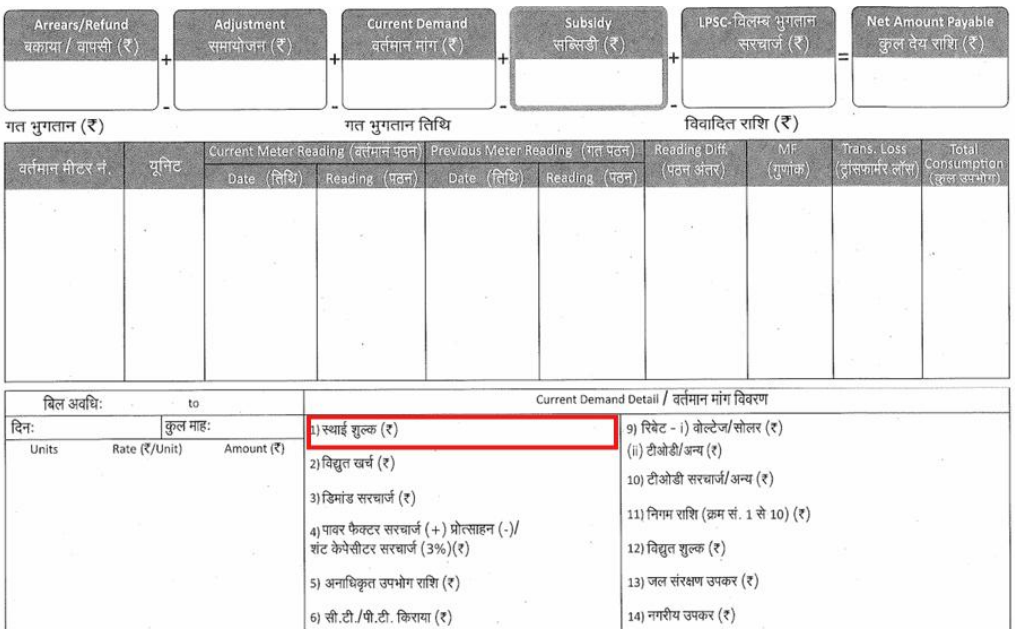
नाम [redacted]	एम डी आई रीडिंग (kW/kVA)	0.00	सीए नं. [redacted]		बिल जारी तिथि 14.10.2025
बिलिंग पता [redacted]	पावर फैक्टर	0.000	के नं.		बिल नं. 87008156773
	औसत मासिक उपभोग (पूर्व वित्त वर्ष) (kWH)	0.00	विद्युतीकरण तिथि	20.09.2025	नियत भुगतान तिथि 24.10.2025
आपूर्ति पता [redacted]	सप्लाई वोल्टेज (kV)	0.230	अमानत राशि (₹)		
	मीटरिंग वोल्टेज (kV)	0.230	ऊर्जा खपत	1000	नियत भुगतान तिथि तक देय राशि (₹) 196.00
मोबाइल नं. [redacted]	शहरी / ग्रामीण		मीटर	900	
ईमेल			कनेक्शन प्रकार	Permanent	
स्वीकृत लोड (kW/HP)	2.00	एम आर यू नं. MYM15C04	टैरिफ वर्ग	DS_LT1	नियत भुगतान तिथि के पश्चात देय राशि (₹) 199.93
कॉन्ट्रैक्ट डिमांड (kVA)	0.00	वार्किंग सीकवेन्स 0000--	बिल आधार	READING	
बिलिंग डिमांड (kW/kVA)	0.00	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 (₹)
15.82	-		-	179.85	-		-	0.33		196.00

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.



Arrears/Refund बकाया / वापसी (₹)	+	Adjustment समायोजन (₹)	+	Current Demand वर्तमान मांग (₹)	+	Subsidy सब्सिडी (₹)	+	LPSC-विलम्ब भुगतान सरचार्ज (₹)	=	Net Amount Payable कुल देय राशि (₹)
	-		-		-		-			

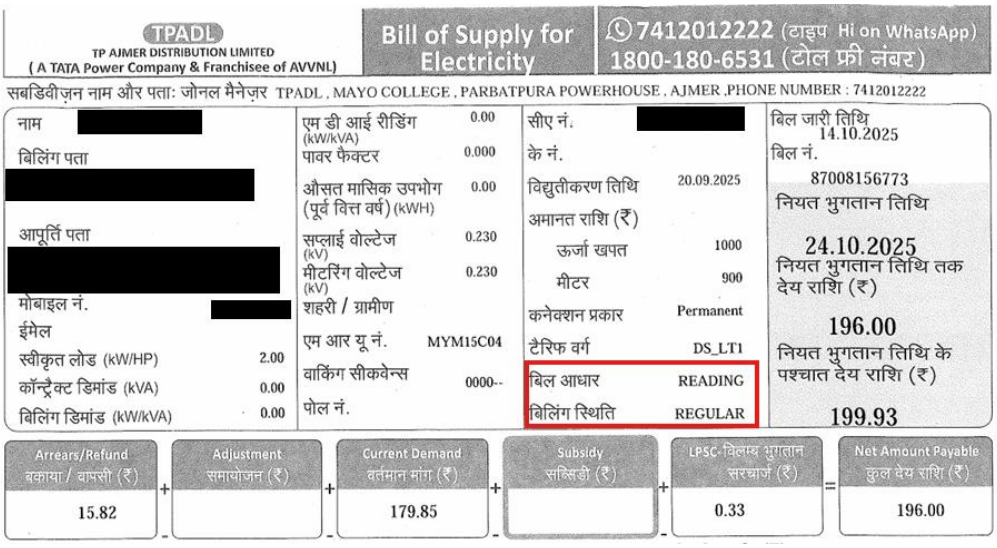
गत भुगतान (₹) गत भुगतान तिथि विवादित राशि (₹)

वर्तमान मीटर नं.	यूनिट	Current Meter Reading (वर्तमान पठन)		Previous Meter Reading (गत पठन)		Reading Diff. (पठन अंतर)	MF (गुणांक)	Trans. Loss (ट्रांसफार्मर लॉस)	Total Consumption (कुल उपभोग)
		Date (तिथि)	Reading (पठन)	Date (तिथि)	Reading (पठन)				

बिल अवधि: to			Current Demand Detail / वर्तमान मांग विवरण	
दिन:	कुल माह:		1) स्थाई शुल्क (₹)	9) रिबेट - i) वोल्टेज/सोलर (₹)
Units	Rate (₹/Unit)	Amount (₹)	2) विद्युत खर्च (₹)	(ii) टीओडी/अन्य (₹)
			3) डिमांड सरचार्ज (₹)	10) टीओडी सरचार्ज/अन्य (₹)
			4) पावर फैक्टर सरचार्ज (+) प्रोत्साहन (-)/ शंट केपेसीटर सरचार्ज (3%)(₹)	11) निगम राशि (क्रम सं. 1 से 10) (₹)
			5) अनाधिकृत उपभोग राशि (₹)	12) विद्युत शुल्क (₹)
			6) सी.टी./पी.टी. किराया (₹)	13) जल संरक्षण उपकर (₹)
				14) नगरीय उपकर (₹)

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)
1800-180-6531 (टोल फ्री नंबर)

सबडिवीज़न नाम और पता: जोनल मैनेज़र TPADL , MAYO COLLEGE , PARBATPURA POWERHOUSE , AJMER ,PHONE NUMBER : 7412012222

नाम [redacted]	एम डी आई रीडिंग (kW/kVA)	0.00	सीए नं. [redacted]		बिल जारी तिथि 14.10.2025
बिलिंग पता [redacted]	पावर फैक्टर	0.000	के नं.		बिल नं. 87008156773
	औसत मासिक उपभोग (पूर्व वित्त वर्ष) (kWH)	0.00	विद्युतीकरण तिथि	20.09.2025	नियत भुगतान तिथि 24.10.2025
आपूर्ति पता [redacted]	सप्लाई वोल्टेज (kV)	0.230	अमानत राशि (₹)		
	मीटरिंग वोल्टेज (kV)	0.230	ऊर्जा खपत	1000	नियत भुगतान तिथि तक देय राशि (₹) 196.00
मोबाइल नं. [redacted]	शहरी / ग्रामीण		मीटर	900	
ईमेल	एम आर यू नं.	MYM15C04	कनेक्शन प्रकार	Permanent	
स्वीकृत लोड (kW/HP) 2.00	वार्किंग सीकवेन्स	0000--	टैरिफ वर्ग	DS_LT1	नियत भुगतान तिथि के पश्चात देय राशि (₹) 199.93
कॉन्ट्रैक्ट डिमांड (kVA) 0.00	पोल नं.		बिल आधार	READING	
बिलिंग डिमांड (kW/kVA) 0.00			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 (₹)
15.82	-		-	179.85	-		-	0.33		196.00

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 18001806531 / 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.

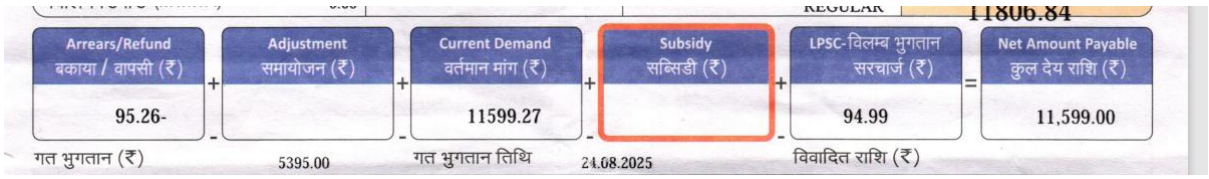
42. What is the basic calculation of a solar bill?
Your solar bill is based on:

- 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 18001806531 / 7412012222.

Printed on electricity bill.



Arrears/Refund बकाया / वापसी (₹)	+	Adjustment समायोजन (₹)	+	Current Demand वर्तमान मांग (₹)	+	Subsidy सब्सिडी (₹)	+	LPSC-विलम्ब भुगतान सरचार्ज (₹)	=	Net Amount Payable कुल देय राशि (₹)
95.26-	-		-	11599.27	-		-	94.99		11,599.00

गत भुगतान (₹) 5395.00 गत भुगतान तिथि 24.08.2025 विवादित राशि (₹)

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

Safety & Voltage Related FAQs

46. 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.

48. 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.

49. What is the allowed variation in voltage?
Voltage can vary within ±6% of the declared voltage as per regulations.

50. 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 18001806531 / 7412012222, TPADL Connect Mobile App or WhatsApp Services 7412012222.

Grievance Redressal

51. 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.

52. 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

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

- Fill out the **New Connection Application Form** (Link to Download) 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 anyother Government authority like RIICO, 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.

54. How to Request Load Enhancement / Load Reduction?

- Download the **Load or Tariff Change Form** (Link to download).
- 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.

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

- Download the **Name Change / Attribute Change Form (Link to download)**.
- Fill in details of current and new consumer, reason (e.g., sale, gift, inheritance).
- Attach:
- Valid ID proof
- Proof of ownership / occupancy (link to documents)
- 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.

56. 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 (Link), 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.

57. How to Apply for a Temporary Connection?

- Fill **Temporary Connection Application Form (Link to form)**
- Submit relevant document for id proof & address proof (Link)
- TPADL will further proceed after payment of demand note.

58. 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.