



भारतसरकार GOVERNMENT OF INDIA

परमाणुऊर्जाविभाग DEPARTMENT OF ATOMIC ENERGY

निर्माण, सेवासंपदा और प्रबंधन निदेशालय

DIRECTORATE CONSTRUCTION, SERVICES & ESTATE MANAGEMENT

सं. डीसीएसई/जीएसएस/वीएसबी/मेंट.

दिनांक : 16.01.2025

No. DCSE/GSS/VSB/ebill

CIRCULAR

Subject: Procedure for making payment of electricity bills of residential flats at Anushaktinagar.

Ref : This office circular - 1) DCSEM/Elect/Bill/2023/188, dtd 16.06.2023

2) DCSEM/Elect/Bill/240, dtd 21.07.2023

This office is in receipt of grievances from many Anushaktinagar residents regarding non receipt of electricity bills on their email ID/phone number. Further, it has come to our notice that, some residents continue to make payment of electricity bills of vacated flats after shifting to other flat.

To address these concerns and ensure smooth electricity billing procedures, we request all residents to follow the steps outlined below while occupying or vacating flat:

1. **Obtain New Consumer Number:** After shifting to the allotted flat, consult concerned TTM staff for TPCL consumer number of the flat (The consumer details will be made available on DAE Niwas portal shortly).
2. **Registering Contact Details against New Flat:** Register your mobile number and email address against the new consumer number by either calling Tata Power's toll-free number **1800-209-5161** or emailing **customercare@tatapower.com**.
3. **De-register Contact Details:** While vacating your flat, please ensure that your phone number and email address are de-registered from the consumer number associated with your previous flat on above toll free number/email of TATA power.
4. **Verify Electricity Bills:** Before making payment of electricity bill, please check the electricity bills for your new flat number. You can also download the electricity bill on "My Tata power" android app by registration with your registered mobile number.
5. **Verify Payment Transaction while vacating:** Confirm that the payment transaction for the final electricity bill of your vacated flat has been successfully processed. If the transaction is unsuccessful, please reach out to Tata Power for assistance.
6. **Removal of Vacated flat Consumer Account (CA) from Payment Apps:** De-register/remove your vacated flat consumer number from payment apps like GPay, PhonePe, Paytm, Amazon Pay, etc to avoid any accidental payments on previous Consumer Number. It is always recommended to make payment through TATA power portal/my tata power app.
7. **Meter Details:** Upon occupation of allotted flat, verify and record the meter number and meter reading provided by the TTM staff.

EIC (VSB)

To,

The Residents, Anushaktinagar.

Copy to: All Maintenance units of DCSEM.

CAO, AO-III, APO (Allotment), APO (Recovery)