



FAQs – Energy Efficient Products Scheme

Q.1 What is UJALA Scheme?

Ans. The initiative is a part of Ministry of Power, Government of India's efforts to promote efficient use of energy at the residential level; enhance the awareness of customers about the efficacy of using energy efficient appliances. The scheme was initially labelled DELP (Domestic Efficient Lighting Program) and was re launched as UJALA (Unnat Jyoti by Affordable LED's for all) program. Under this scheme the customer is eligible to purchase any number of:

- 9W LED bulbs at affordable cost of Rs. 75/- inclusive of all applicable taxes

Q.2 What is Energy Efficient Lighting Scheme?

Ans. Tata power-DDL in collaboration with Crompton Greaves Consumer Electricals Limited (CGCEL) is promoting discounted Energy Efficient LED bulb and Tube light. Under this scheme customer is eligible to purchase any number of:

- 9W LED bulb at affordable cost of Rs. 75/- inclusive of all applicable taxes
- 20W LED Tube light at affordable cost of Rs. 180/- inclusive of all applicable taxes

To purchase visit the nearest Customer Care Centre.

Q.3 How will the Lighting scheme benefit me?

Ans. The customer will get a premium quality Energy Efficient products at discounted rates which shall help in making of efficient utilization of electricity, thereby impacting the energy usage to reduce electricity bill.

Q.4 Where and when can the Energy Efficient Products be purchased?

Ans. Customer can get these products at all District Customer Care Centers between 10.00 AM to 3.00 PM on Monday to Friday and 10:00 AM to 12.00 PM on Saturday (except public holidays). Customer can also buy these products online from our [website](#)

Q.5 Can Customer avail EEP on EMI?

Ans. No, as there is no EMI provision.



Q.6 What are the advantages of LED Bulb and Tube Lights?

Ans.

PARTICULARS	SCHEME	UNIT	BULB	TUBE LIGHT
No. of Bulbs/ Tube Lights	UJALA	Number	1	1
No. of Bulbs/ Tube Lights	Crompton	Number	2	1
Replacing against conventional lights	NA	NA	ICL & CFL (ICL= 60W + CFL=14W)	FTL (FTL=36W + Ballast=8W)
Wattage of Energy Efficient Appliance	UJALA	Watt	9	20
Wattage of Energy Efficient Appliance	Crompton	Watt	9	20
% of power saver (approx.)	UJALA/ Crompton	NA	75%	56%
Replacement Warranty (Years)	UJALA/ Crompton	NA	1	1

* **NOTE:** Above table is for illustration purpose only.

Q.7 What if the customer loses its invoice/receipt in the span of warranty year?

Ans. To avail the warranty, customers must keep the invoice receipt in their safe custody. The LED bulbs and Tube lights with their respective brandings shall be replaced **by Crompton and UJALA** against the original invoice.

Q.8 Why to opt for BLDC Fan?

Ans. BLDC motors do not have brushes so they are more reliable, life expectancies and energy savings as compared to conventional ceiling fans. With the added convenience of a remote control, BLDC Ceiling Fan is financially and environmentally the smart choice for your dream home. Tata Power-DDL is offering 5 star rated BLDC fan of Crompton at Rs. 3000/-.



Q.9 What if any Energy Efficient Product found defective under any Scheme?

Ans. Customer must carry original copy of invoice issued at the time of purchase of the product for replacement of these products at any of the Tata Power-DDL distribution counters operating at District Customer Care Centre. The product will be replaced only if it falls under the warranty period.

The warranty for all products shall be rendered null & void:

- If the product is altered, damaged, dismantled or rectified.
- If the guideline is not followed while installation and usage
- If the product is burnt out due to loose connection/improper wiring and overload (load was more than the product rating).

Q.10 Who is responsible for ensuring performance and service of Energy Efficient Products?

The respective companies will be sole responsible for the products under their respective schemes. Customer shall contact the respective companies for any query or complaint. For any queries and complaints, customer shall connect with the nearby OEMs or as per their convenience. Customer can also refer the below details:

OEM DETAILS	
Tata Power-DDL (Home Automation)	WALK-IN: Customer Care Centres/Energy Shoppe MAIL ID: sales@tatapower-ddl.com
Crompton (LED Bulb, Tube light, BLDC Fan)	9871219075, 1800-419-0505, consumer.support@crompton.co.in
Voltas (AC- Window and Split, Air Purifier)	9311056189/ 9311056689, www.myvoltas.com
Ujala-EESL (LED Bulb)	1800-180-3580