

# FREQUENTLY ASKED QUESTIONS ON UJALA SCHEME

## 1. What is UJALA scheme?

The initiative is 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. It may be noted that the scheme was initially labelled DELP (Domestic Efficient Lighting Program) and was relaunched as UJALA (Unnat Jyoti by Affordable LED's for All) programme. Under this scheme the customer is eligible to purchase any number of

- 9W LED bulbs at affordable cost of Rs. 70/- inclusive of 6% CGST and 6% of SGST;
- 20W Energy Efficient LED Tube light at affordable cost of Rs. 220/- inclusive of 6% CGST and 6% of SGST;
- BEE 5 star rates Ceiling Fans at affordable cost of Rs. 1110/- inclusive of 9% CGST and 9% of SGST.

## 2. How will the UJALA scheme benefit me?

The customer will get a branded LED bulb and tube light and 5 star rates Ceiling Fans at most discounted price in comparison to market price. Customer's electricity bill will be reduced with usage of each LED bulb, tube light and ceiling fan, thus making the cost recovery earlier. This will lead to savings in electricity and lower consumption of fossil fuels thus benefiting the environment.

## 3. Who is eligible to get LED bulbs, tube lights and ceiling fans?

Every domestic/commercial/industrial/other customers of TPDDL having recent electricity bill or authorized ID proof (Aadhar, Voter Card, Driving License, passport, PAN card) is eligible to get the LED bulbs, tube lights and ceiling fans under the UJALA Scheme.

## 4. Where and when can the LED bulbs, tube lights and ceiling fans be procured?

Initially the appliances will be distributed through counters set up at TPDDL district customer care center for customers. There will be an awareness campaign before the distribution starts to suitably inform the customer.

#### 5. What documents/evidence is required to be given to get LED bulbs, tube lights and fans?

The following documents must be shown at counter as evidence:

- Original copy of recent electricity bill or
- Original copy of photo ID proof (Aadhar, Voter Card, Driving License, passport, PAN card)

Only after the eligibility checks, the customer should be directed to the next counter.

#### 6. What if the appliances are found defective?

EESL shall extend warranty for replacement of the faulty LED Bulbs for 1 year & 20W Energy Efficient LED Tube lights for 3 years & BEE 5 star rated ceiling FAN for 2 years at free of cost commencing from distribution of to the customer. During the distribution, replacements can be done through any of the TPDDL distribution counters that would be operating at TPDDL customer care center. And post distribution EESL will provide a customer care number for replacement of appliances.

#### 7. Who is responsible for ensuring performance and service of the products?

EESL shall be sole responsible for the performance and service of the LED bulbs, Tubelight and Fans distributed under program.

#### 8. Who is responsible providing the warranty to customers?

EESL shall be the sole responsible agency for providing the warranty to Customers for bulb, Tube light and Fan.

#### 9. Where can I register my complaints?

Complaints can be registered at EESL's portal. Complaint during distribution can be addressed at Energy Efficiency Services Limited (EESL) customer care number – 1800 180 3580

#### 10. Is LED safe?

LEDs are completely safe and do not represent any hazard to the human eye. When compared to CFLs, LEDs do not have mercury and therefore, have no negative impact on environment.

### 11. Why LED? What are the advantages?

PARTICULARS	UNIT	BULB	TUBELIGHT	CEILING FAN
No. of Bulbs/lights/fan	Number	1	1	1
Replacing against conventional light/fan		ICL & CFL (ICL= 60 + CFL=14)	FTL (FTL=36 + Ballast=8)	Non star Ceiling Fan
Wattage of ICL & CFL (Average)	Watt	37	46	75
Wattage of Energy Efficient Appliance	Watt	9	20	50
Power saving	Watt	28	26	25
% of power saver (approx)		75%	56%	33%
Free of cost Warranty (Years)		3	3	2

### 12. What if the customer says that the bulbs, tube lights and ceiling fans are not received by him and is taken by his Landlord or Tennant?

There is no limit of distribution bulbs, tube lights and ceiling fans therefore customers can avail the appliances after showing Id proof or electricity bill copy. Misuse of documents to be taken care by individual customers.

### 13. What if the customer loses its warranty receipts in the span of warranty years. Will he be able to get the duplicate receipt?

Customers must keep the invoice receipts in safe custody to avail the warranty. Only the LED bulbs, tube lights and ceiling fans with UJALA branding shall be replaced.