



## Gruha Jyothi - Frequently Asked Questions

1) Am I eligible for this scheme?

**All residential consumers within the State of Karnataka are eligible for this scheme.**

2) What is this scheme all about?

**“Gruha Jyothi” is the flagship program of Government of Karnataka, which provides free electricity up to 200 units for every residential household of Karnataka.**

3) What should I do to avail this scheme?

**One has to register on Seva Sindu website (Through Desktop/Laptop/Smart phone). The link of which will be shared shortly, the registration will begin from June-15<sup>th</sup>.**

4) From when is this scheme implemented?

**Benefits will be applicable from meter reading date on or after 1<sup>st</sup> August 2023 (for July-2023 consumption)**

5) Where should I apply for this scheme?

**One has to apply for the Scheme on Seva Sindu website. The link of which will be shared shortly, the registration will begin from June-15<sup>th</sup>.**

6) Can I apply for this scheme offline also?

**Yes. Citizens can apply through assisted mode also made available at Grama One, Karnataka One, Bangalore One centers.**



- 7) What all documents are required for applying under this scheme?  
**Aadhar, Details of consumer ID/Account ID which are available on any month's electricity bill, Tenancy document if you are a tenant (Rental/lease agreement) or Voter ID showing address of the premise.**
- 8) Should I pay any fees while applying?  
**No fees has to be paid while registering on Seva Sindhu website.**
- 9) Should I pay the Electricity bill for month of June?  
**Yes. The benefits of the scheme will be applicable from meter reading date on or after 1<sup>st</sup> August 2023 (for July-2023 consumption)**
- 10) I have got more than one Electricity Meter, will I be eligible for all Meters?  
**No. Only one meter per household will be eligible for the scheme.**
- 11) Will I get any acknowledgement after applying?  
**Yes, Acknowledgement message from Seva Sindhu will be sent to the registered consumer through Email/SMS.**
- 12) I have already applied for this scheme, when will the benefit start accruing to my account?



**The bill issued in July-23 will have to be paid without subsidy. The benefits of the scheme will be applicable from meter reading date on or after 1<sup>st</sup> August 2023 (for July-2023 consumption)**

13) Mine is an Apartment, Can I apply for this scheme?

**Yes, if separate electricity meters are available/installed.**

14) I am a Tenant; Bill is in the name of owner, will I also get the benefit?

**Yes, Benefit can be availed if address proof – rental/lease agreement or Voter ID showing address of the premise is furnished along with Aadhar for the concerned connection.**

15) As a tenant what are all the documents I should submit to register under the scheme?

**Tenants can register with address proof – rental/lease agreement is furnished along with Aadhar for the concerned connection.**

16) I have shifted the house 2 months back, will I get the benefit?

**Yes, policy for new connection would be announced**

17) I am the owner of a Shop, can I also apply for the benefit of the scheme for my commercial establishment?

**No, the scheme is extended for the benefit of residential households only.**



- 18) How many free units of electricity will I be eligible for? Will I be eligible for 200 units per month?

**The benefit is calculated based on average consumption for Financial Year 2022-23 + 10% increase (total amounting to less than 200 units)**

- 19) Where should I find my account ID?

**It is available in any of the month's electricity bill**

- 20) Is linking Aadhar with Account Id mandatory for availing this scheme?

**Yes, it is mandatory to link Aadhar with consumer ID/Account ID.**

- 21) My Aadhar is registered outside Karnataka? Will I be eligible for this scheme?

**Yes, if you are residing anywhere in Karnataka with address proof of Karnataka you are eligible for the scheme.**

- 22) What If I have arrears? Am I eligible for the scheme?

**Yes. However, arrears up to June 30<sup>th</sup> has to be cleared within 3 Months failing which the connection will be disconnected.**

- 23) After applying for the scheme, if I have consumed more than my entitled consumption, the net bill has to be paid. If I have not paid for that net bill or I have arrears, will I be made ineligible for the scheme?



**No. the power supply will be disconnected if arrears is not paid. Once arrears are cleared the benefits of the scheme will be applicable.**

- 24) The bill is in my Late Father's name? How can I apply for this scheme?

**The connection has to be transferred in your name & apply for the scheme. The change in name is done at Jana Snehi Vidyuth service counters at all sub divisions.**

- 25) If my monthly consumption is more than 200 units? Will I have to pay the entire bill amount?

**Yes for that particular month alone you will have to pay the entire bill amount.**

- 26) If my consumption is less than the free units, what will be bill amount?

**If the consumption is less than the entitled units you will get a 'Zero bill'**