

Q. 1 Where my EV Charger and EV Meter will be installed & how much is space will be required?

Type of Charger	Mounting/Installation	Approx. Average Dimension in Ft.
LEVAC	Wall Mounted	1.15x1x0.5
AC001	Wall Mounted	2.25x1.5x0.5
DC001	Plinth Mounted (On ground)	5.25x1.6x1.15

Q. 2 What is Timeline for EV Charger and EV Meter?

Existing guidelines as laid down in Supply Code and Performance standards regulations GOI are applicable to EV Meter Connection as well. For EV Charger Vendor will comply with schedule as discussed with consumer.

Q. 3 Are there any monthly recurring charges for EV Charger or EV Meter?

One-time net charger cost (CAPEX Model) or monthly EMI (Subscription Model) is only to be paid by consumer while purchase of charger. Further no additional cost of operation or maintenance (Up to for 3 years) is to be paid by consumer.

Q. 4 Based on my EV Charger, what type of EV Connection and meter will be installed?

Type of Charger	Input Supply Type	EV Meter
LEVAC	Single Phase 230V AC	Single Phase Meter LT
AC001	Three Phase 400V AC	Three Phase Connection LT/HT
DC001	Three Phase 400V AC	Three Phase Connection LT/HT

Q. 5 Can anyone use my charger installed in Open Space?

EV Chargers begin charging session only after authentication by set Pin Number/OTP. Hence anyone with details of Pin/OTP can only use EV Charger.

Q. 6 How will I charge the user towards energy use from my Charger?

LEVAC Charger generates a receipt after each charging session and hence can be used to charge the user in postpaid mode. AC001 and DC001 enable you to opt for a prepaid facility before any charging session through mobile application.

Q. 7 Can I connect my EV Charger with Solar?

Yes, Consumer can connect his EV Charger with Captive solar or any other energy generation source.

Q. 8 What documents are required to get EV Charger?

Only Two self attested documents i.e. ID proof and land ownership proof of charger installation are required to apply for EV Charger

Q. 9 Is there a single application for EV Connection and EV Charger?

No, consumer has to apply separately for EV Charger at Switch Delhi Portal and for EV Connection on BYPL Website.

Q. 10 Can I operate my EV Charger from Remote location?

LEVAC Chargers comes with only Bluetooth connectivity and hence can be controlled and operated within Bluetooth range, but some LEVAC have additional feature of Wi-Fi connectivity which may facilitate remote operation. AC001 and DC001 Chargers have internet connectivity and can be controlled remotely.

Q. 11 Why Do I need a separate EV Charger when I have an onboard Charger in Vehicle?

Having a charger installed at your premises ensures safety while charging along with providing controlled input to on board charger to ensure its long life and prevent damages due to unstable input supply.

Q. 12 How many vehicles can be charged using a single charger?

LEVAC and DC001 is single Gun charger i.e. you can charge only 1 vehicle at a time while AC001 have 3 guns and enable you to charge 3 vehicles at a time.

Q. 13 What is charging time for my Vehicle?

Charging time for any vehicle depends on current charge status of battery, charger type and battery capacity. On an average with Slow/Moderate speed chargers you can charge your 4 wheeler from 0 to 80% in 6-8 Hours and with a fast charger in about 1 hour.

Q. 14 Can I return Charger If not required by me after few years?

Ownership of charger is transferred to Consumer while installation and hence same cannot be returned by consumer.

Q. 15 What will be cost involved in Installation of Charger?

No additional Cost, Price of charger as mentioned in booklet includes cost of charger, installation cost and 3 years AMC and hence no additional charges are to be paid by consumer.

Q. 16 Being a consumer how will receive subsidy for Charger?

Consumer has to only pay net of subsidy payment to vendor and subsidy is directly credited to vendor account by GNCTD.

Q. 17 Can I install a charger from any vendor?

Consumer can install charger at his premise from any vendor provided he meets safety and technical requirements, but he will not be eligible for subsidy grant. Subsidy will only be provided on Installation of chargers from DISCOM empanelled vendors and their selected chargers.

Q. 18 What is maximum limit for No of Charging Points I can install at my premises?

Consumer can install as much charging points as required by him, but he can avail subsidy only on one charging point meant for private use and for semi private use for 20% of parking capacity/20 charging points whichever is lower.

Q. 19 Can I charge all my vehicles from a single Charger?

Using LEVAC/AC001 and DC001 you can charge all type of vehicles with some additional connector if required by your vehicle.

Q. 20 What will be repair time for my charger and what will be cost Involved?

Vendor will repair/replace the charger within 48 hours of complaint.

Q. 21 Can I install my EV Charger at my neighbor's premises?

Yes, Consumer has to provide a NOC from land owner where he wishes to install his charger.

Q. 22 If vendor denies providing AMC, how will be consumer rights protected?

All empanelled vendor are SLA bound to deliver set performance standards as per tender document.

Q. 23 What is Process for raising a complaint?

For raising any complaint related to EV Charger consumer will have to visit vendor portal/call centre/service engineer. Further if not resolved within time limits same may be communicated to EV Cell BYPL for further action.

Q. 24 How Can I monitor energy use, charger status and other parameters?

From onboard display of EV Charger and through Mobile application consumer can monitor his charging session and electrical parameters.