



**DIRECTORATE OF NEW AND RENEWABLE ENERGY, HARYANA**  
**HAREDA/ Akshay Urja Bhawan, Sector-17, Panchkula**  
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Sent by email on 13/12/22



From

The Director General,  
New & Renewable Energy Department & HAREDA, Haryana,  
AkshayUrjaBhawan, Institutional Plot No.-1, Sector-17,  
Panchkula.

To

All the Empanelled Vendors.  
(List attached).

Memo no. HAREDA/2022/Pump/ 11731

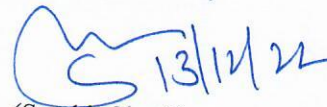
Dated: 13/12/22

**Subject: REPAIR OF SOLAR WATER PUMPING SYSTEMS UNDER PM-KUSUM  
(COMPONENT-B) WHICH ARE NOT COVERED UNDER WARRANTY.**

It is intimated that it has been observed that numerous complaints are received in District offices regarding repair of systems which are not covered under warranty like change of pump head after installation, repair of surface pump which is submerged in water etc or complaints after expiry of warranty period. Due to this firms does not repair/entertain such cases and these grievances often remain pending on CM window portal and SMGT due to which Department score falls on these platforms. In such cases, it has been observed that firms simply inform that the system is not covered under warranty so it cannot be repaired. However, they do not provide an estimate to the farmer so that same can be repair at the farmer cost. It's a responsibility of firm to provide estimate to make pump functional.

In this regard, it has been decided that if repair/replacement of any part of the system is not covered under warranty after the report of concerned District PO/APO then the concerned firm shall provide an estimate of the cost for repair/replacement of any part of the system to the farmer as well as District office, so that same can be repaired/replaced at farmer cost.

Accordingly, you are requested for strict compliance the said instructions for the repair/replacement of any part of the system which are not covered under warranty.



(Sombir Singh)  
Scientific Engineer 'A',  
for Director General, NRE&HAREDA  
Haryana, Panchkula.

Cc:-

A copy of above is forwarded to all the Additional Deputy Commissioner-cum-Chief Project Officers of State with a request that the estimate given by the firm may be cross checked with other firms also so that firm may not charge exorbitant price from the farmer for the parts which are not covered under warranty.