



**DIRECTORATE OF NEW AND RENEWABLE ENERGY, HARYANA**  
**HAREDA/ AkshayUrjaBhawan, Sector-17, Panchkula**  
Phone 0172-2585733, EPBX No.2587233, 2587833, E-mail-hareda@chd.nic

From

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

To

The Additional Deputy Commissioner-  
-Cum-Chief Project Officers of the State.

Memo no. HAREDA/2023/Pump/ 3982-4003 Dated: 6-7-23

**Subject:- Request to send the estimate of repair for the complaints which are remain unattended by the concerned firms.**

Kindly refer to the subject cited above.

It is to inform you that during the review meeting with all the district officers and empanelled vendors of the PM-KUSUM scheme on dated 5.7.2023, it has been observed that various complaints regarding repair of solar water pumping systems are lying pending on the CM window portal/ PM-KUSUM portal and which are remain unattended by the firms despite repeated requests by District offices as well as by this office. The tender clause-D Operation & Maintenance (O&M), training, awareness and sensitization point no. 2 and 8 is stated that:-

- *“Any complaint registered /service calls received should be attended at the earliest and the system should be repaired/ restored / replaced within 3 days from the date of complaint received / informed to the bidder.*
- *If complaint is not rectified within 3 days from the date of complaint received/ informed to the bidder, in that case after 3 days INR 100 per pump/per day penalty will be imposed, for first 3 days and thereafter Rs. 500/per pump/per day shall be imposed till the SPWPS put back to satisfactory working condition. This amount shall be recovered from running bills or CPG of the bidder.”*

If any supplier does not comply with said terms & conditions for the rectification of the complaint of a solar pump then the same is to be rectified from the local market after the expiry of stipulated time period. In view of the above, you are requested to get the latest written status of complaint from the farmer after the expiration of the stipulated time period under intimation to the concerned firm. If the rectification of complaint is still pending, then you may

prepare an estimate for repair of such complaint in following format and send the same to this office under intimation to the to the concerned firm.

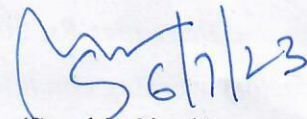
Sr. no.	Name of firm	Farmer name & SARAL ID	Nature of Defect	No. of days since complaint pending	Component wise estimate of repair (in Rs.)	Remarks (if any)

Further, it is informed that after the receipt of such estimate from the district office, the estimated cost shall be transferred to the concerned ADC-cum-CPO office for rectification from the local market and the same cost along with applicable penalty will be recovered from the pending payments of concerned firm/ available Bank Guarantees. Further, the tender point no. 8 of the Contract Performance Guarantee (CPG) of Special Conditions of Contract (SCC) is stated that:-

*"In case of non-performance or failure in fulfillment of contractual obligation under the contract, will be liable to submit 10% CPG apart from other penal provision of the tender."*

Accordingly, if any defective pump of a firm is repaired by the office from the local market after the expiration of the stipulated rectification period, the firm will be considered as a non-performer, and they will have to submit the 10% Bank Guarantee of the total work order value as CPG and other penal action will also be taken against them as per terms & conditions of the tender.

You are therefore requested to follow these terms & conditions of the tender for the rectification of pending complaints of solar pumps under component-B of PM-KUSUM scheme.

  
(Sombir Singh)

Scientific Engineer "A",  
for Director General, NRE&HAREDA  
Haryana, Panchkula.

Cc:-

All the Empanelled firms (list attached) for information and further necessary action in this matter.