



DIRECTORATE OF NEW AND RENEWABLE ENERGY, HARYANA
HAREDA/ Akshay Urja Bhawan, Sector-17, Panchkula

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From

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

To

All the empanelled vendors,
under the component-B
of PM-KUSUM scheme.

Memo no. HAREDA/2023/Pump/ 9546

Dated: 22-11-23

SUBJECT:- STANDARD OPERATING PROCEDURE (SOP) FOR THE SETTLEMENT OF INSURANCE CASES OF SOLAR PUMPS

In reference to the review meeting of PM-KUSUM scheme component-B, it was decided that all the vendors shall send their timelines of various activities for the settlement of insurance cases for solar pumps. Further, on the basis of timelines received from various vendors and considering the terms & conditions of all the PM-KUSUM tenders, the Department has formulated a Standard Operating Procedure (SOP) of various activities for all the empanelled vendors for the settlement of insurance claims covered under tender no. 1(a) & (b), tender no.2 of component-B of PM-KUSUM which is as given below:

Sr. no.	Activity	Timeline
1.	Intimation to the vendor along with requisite documents such as copy of F.I.R in case of theft by the farmer/District office	7 days
2.	Collection of required documents by the vendor	2 days
3.	Submission of claim to the insurance company by the vendor	2 days
4.	Insurance company's surveyor visit	5 days
5.	Process of claim by the insurance company	20 days
6.	Re-installation of system by the vendor	4 days
	Total	40 days

Further, it is informed that in the present tender for PM-KUSUM component-B i.e. tender no. 3, it is clearly mentioned that vendor must replace the lost/damaged part within 7 days from the date of intimation.

Accordingly, all the vendors are directed to adhere to the aforesaid activity wise timelines for settlement of insurance cases, failing which action will be taken as per the terms and conditions of the respective tender. Further, it is directed to share the information about intimation in such cases within 7 days with all your farmers and the stagewise update of each insurance case will also be shared with the concerned District office.

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

Cc:

A copy of above is forwarded to all the ADC-cum-CPO's of State with a request to educate the farmers of your district about insurance procedure and their duty to intimate the system loss/damage alongwith requisite documents such as F.I.R copy in case of theft within prescribed time limit i.e. 7 days.