

From

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

To

All the Additional Deputy Commissioner-
cum-Chief Project Officers, NRE
of the State.

Memo no. NRE-HAREDA/2024/Pump/5110-31

Dated: 28-10-24

Subject: - Instructions regarding uploading of solar water pumping system complaints and closure of resolved complaints on PM-KUSUM Portal


Kindly refer to the email dated 21.10.2024 on the subject cited above.

It is to inform you about two important instructions regarding the management of solar water pumping system complaints under the PM-KUSUM scheme (component-B).

1. All the district offices are required to upload every complaint received on to PM-KUSUM portal, irrespective of the source. This includes complaints received through email, physical letters, CM Window or any other channel. Ensuring that all complaints are recorded on the portal will help in efficient resolution and delay penalty calculation.
2. All the district offices are requested to review the complaint dashboard on PM-KUSUM portal regularly and CLOSE /Re-OPEN (if, required) the complaints which are resolved by the empanelled agencies without delay. District wise details of resolved complaints which are pending for closure are attached herewith for your reference.

This is for your kind information and necessary action please.

Encl: As above


Project Officer
for Director General, NRE&HAREDA
Haryana, Panchkula.

Cc: A copy of above is forwarded to IT Cell, HAREDA for uploading on office website.