



**DIRECTORATE OF NEW AND RENEWABLE ENERGY, HARYANA & HAREDA**

**Akshay Urja Bhawan, Sector-17, Panchkula, Haryana**

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To

The Empanelled Vendors,  
PM-KUSUM component-B,  
Haryana. (List Attached)

Memo no. NRE/HAREDA/2025/Pump/2318

Dated: 01/07/25

**Subject:- Regarding non-rectification of Solar Water Pumping System Complaints on PM-KUSUM portal.**

It is informed that in the meeting which was held on **25.06.2025** to review the installation and monitoring-related issues of solar water pumps under Component-B of the PM-KUSUM scheme, vendors were directed to resolve all pending complaints on the PM-KUSUM Portal, CM Window, and SMGT Portal within the prescribed **3-days timeline**. Non-compliance will invite penalties as per the tender terms. However, numbers of complaints remain unresolved on the PM-KUSUM portal. The detail is attached herewith.

You are therefore directed to ensure that if you have already resolved these complaints, the same must also be resolved on PM-KUSUM portal by **2.7.2025**, so that district officers can verify and close the complaints accordingly. After the aforesaid mentioned date all the complaints on PM-KUSUM portal will be considered "**not repaired**" and applicable penalty will be imposed.

This is for your information and strict compliance.

**Encl: As above**

(Sombir Singh)

Chief Scientific Engineer,  
for Director, NRE&HAREDA  
Haryana, Panchkula.

Cc: All ADC-cum-CPO's, NRE of the State are requested to close all the resolved complaints on PM-KUSUM portal by **3.7.2025** positively.



**Detail of complaints pending on PM-KUSUM portal from the side of EA under  
Category of repair and Insurance as on 01/07/2025**

<b>Sr. no</b>	<b>Vendor</b>	<b>Repair</b>	<b>Insurance</b>	<b>Total</b>
1	Gautam	38	98	136
2	Shakti	36	62	98
3	Rotomag	9	77	86
4	Oswal	2	41	43
5	Span	17	28	35
6	GK & Oswal	1	49	50
7	Alpex	3	24	27
8	REIL	12	11	23
9	Galo	6	14	20
10	Vtech	9	15	24
11	Himalayan	1	25	26
12	Dynamech	2	20	22
13	Avi	2	8	10
14	Tata	2	13	15
15	Saibabuji	3	6	9
16	CRI	7	6	13
17	Laxmi	0	11	11
18	Kosol	0	4	4
19	Premier	3	11	14
20	Oneindig	6	7	13
21	GK Energy	4	9	13
22	KSB	6	5	11
23	Ethos	1	5	6
24	Sahaj	3	15	18
25	PCI Wires	2	9	11
26	Ecozen	2	10	12
27	Neety	2	5	7
28	Mira	0	1	1
29	Everrenew	0	6	6
30	Duke	1	3	4
31	PV Power Tech	1	0	1
32	Solex	0	1	1
33	Crompton	0	1	1
34	Ultech	0	1	1
	<b>TOTAL</b>	<b>181</b>	<b>601</b>	<b>772</b>