

Complaints received about the non function of the systems installed by Channel Partners

S No	Channel Partner	Location	Status of systems	Action taken by Channel Partner
1	Nutech Solar Bangalore	Madri Meharban Trust Srinagar(J&K)	System not working. Channel partner not attending complaint	The complain was not attended so far
2	Sun Edison Chennai	Gnostic center Bijwasan New Delhi	System not working	The channel partner is not attending the complaint related to SMA inverter
3	Moser Baer New Delhi	Govt. Polytechnic Bikram Chowk, Jammu	Plant not for last six months	Requires immediate action

Complaints received about empanelled manufacturers

S No	Complaint received from	Empanelled manufacturer	Complaint regarding	Action taken by manufacturer
1	Waree energies Mumbai	Power one Micro Systems Bnaglaore	Inverters supplied in Punjab and Uttarakhand are not working	Immediate action required
2	CIC Baramulla		System not working	Action required from JKEDA
3	KCP Solar Salem	S Prasanna Trichy	Taken Rs.89000/-from user. City Union Bank sanctioned loan on 10 th May. The company is not installing pump	Action is required from the company

Complaints received against manufacturers

S No	Complaint received from	Manufacturer	Complaint regarding	Action taken by manufacturer
1	Jain Irrigation Jalgaon	Lorentz group	Supplied pumps are not working properly and no service from the manufacturer	Matter is in court
2	Sher-e-Kashmir University of agriculture Sciences,	REIL Jaipur	Batteries out of service	No action so far

	Chatha, Jammu			
3	Adiurja Aurangabad	Solar Semiconductor	Supplied Low wattage modules	Action required
4	Umesh Nair Trivandrum	Shobita Electronics	Received Rs.90000/- from Mr Nair eight months back. However the 1kWp systems was not installed	Immediate action required
5	Jayathilal D patel Onchi, Navsari	Bright Solar Ahmadabad	Paid Rs.1,50,000/- through cheque. Loan was taken by the user for Rs.5.4Lac which was paid to Bright solar. However the company is not refunding the paid amount through cheque.	

Complaints received against manufacturers supplied to SNAs through tender

S No	Complaint received from	Manufacturer	Complaint regarding	Action taken by manufacturer
1	Babulal Yadav Nangal Koju Chomu, Jaipur Rajasthan	Jain Irrigation	Solar pump installed at the given address is not working	Immediate action required
2	Smt. Sakuntala Devi W/o Sriram Chaudary Hanumangarh	HBL Power Systems	Advance was given for solar pump. Neither pump was installed nor advance was returned back	Action from company is required
3	Smt Anuradha Bishu Hanumangarh	HBL Power Systems	Advance was given for solar pump. Neither pump was installed nor advance was returned back	Action from company is required