

Renewable Energy Association of Rajasthan (REAR®)

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7th Oct 2024

Ajay Yadav
President

Rohit Gupta
Vice President

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Jt. Secretary(Regulatory)

Ravindra Jain
Jt. Secretary(SRAM)

Surendra Chaudhary
Jt Secretary (Media)

Vipin Bansal
Jt. Secretary(PR)

To,
Shri Vivek Kumar Dewangan,
Chairman,
REC Limited

Subject: Immediate Attention Required Regarding Faulty Subsidy Claims Rejection under PM Surya Ghar Yojana

Dear Sir,

We would like bring to your immediate attention a series of ongoing issues faced by consumers and EPC players under the **PM Surya Ghar Yojana**, particularly concerning the rejection of subsidy claims by the REC claims team.

It has come to our notice that claims are being returned due to the alleged absence of the consumer category (i.e., whether the consumer is a residential individual or part of a Resident Welfare Association (RWA)). However, it is important to note that selecting the consumer category is **mandatory** during the application process. Without this selection, the application does not proceed to the next stage. Further, subsidy claims are being rejected even after an **e-token** is generated, which already contains the consumer category and subsidy amount. This contradiction raises concerns about the accuracy of the claims review process.

We suspect there may be a **technical issue** with the portal, potentially preventing the claims team from viewing the category correctly. If this is the case, we believe it is unfair to burden the consumer with delays and financial losses due to faults in the portal system. We urge your team to cross-check the **e-tokens**, which clearly contain the relevant category information, before rejecting claims on these grounds.

Furthermore, we have observed a growing trend where the claims team, likely to meet their **30-day processing target**, returns subsidy claims instead of thoroughly processing them. When a claim is returned, the 30-day period resets, beginning anew when the consumer resubmits the claim. This practice is not only unprofessional but also a **form of malpractice**—it is unfair to the consumers and jeopardizes the success of the scheme. If this continues, it will undoubtedly contribute to the scheme's failure.

Another issue that needs urgent attention is the mismatch between REC's **Standard Operating Procedures (SOP)** and what is happening in practice. According to REC's response, subsidies are not rejected due to titles (Mr/Ms/Dr), joint accounts, or minor spelling mistakes, as long as it is evident that the claims pertain to the same person. You've also acknowledged that **electricity bills** often contain minor errors, such as spelling mistakes or incomplete names. However, in reality, consumers are experiencing rejections for precisely these reasons, including minor name discrepancies or joint accounts. This clear deviation from the SOP is causing frustration and unnecessary delays.

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Given the urgency and scale of these issues, we strongly request your intervention to ensure that the claims team adheres to the SOP and resolves claims efficiently and transparently. The success of the **PM Surya Ghar Yojana** depends on the collaborative efforts of all stakeholders, and these rejections only serve to undermine the goals we are collectively working towards.

We trust that you will take prompt and decisive action to address these concerns and ensure the subsidy claims process is improved by guiding the claims team to adhere to proper procedures and operate with greater efficiency and diligence.

Yours sincerely,

For Renewable Energy Association of Rajasthan (REAR)

Ajay Yadav
(President)

