



Ref: - REAR/2024/0141

17th March 2025

Ajay Yadav
President

Rohit Gupta
Vice President

Intjar Ali Khan
Gen. Secretary

Bharat Dixit
Treasurer

Nikhil Agrawal
Jt. Secretary(Regulatory)

Ravindra Jain
Jt. Secretary(SRAM)

Surendra Chaudhary
Jt Secretary (Media)

Vipin Bansal
Jt. Secretary(PR)

To

The Secretary,
Ministry of New and Renewable Energy (MNRE)
Atal Akshay Urja Bhawan
Block-14, CGO Complex, Lodhi Road
New Delhi - 110003

Subject: Concerns Regarding Technical Glitches in PM Surya Ghar National Portal and its Impact on Solar Deployment

Respected Mam,

I hope this letter finds you in good health and high spirits. At the outset, we sincerely appreciate MNRE's continued efforts in promoting solar energy and driving India's renewable energy transition. The PM Surya Ghar Yojana is a commendable initiative that has generated significant interest among consumers and vendors alike which could be seen in the form of **10 Lac Installations with in a year** of launch of the scheme. However, it is with great concern that we bring to your attention several ongoing technical challenges with the **PM Surya Ghar National Portal (Portal 2.0)**, which are hindering the smooth implementation of the scheme.

As you may be aware, the National Portal was shut down on **February 13, 2025**, for an upgrade to **Portal 2.0**, which was reportedly completed by **February 17, 2025**. However, even after a month, the portal continues to face few **serious technical glitches**, causing delays and disruptions for stakeholders. The key issues we wish to highlight are as follows:

- Lack of Integration with Key Platforms**
 - The **DISCOM servers** are not integrated with the PM Surya Ghar Portal. As a result, critical updates such as **name changes, load modifications, and other consumer details** made by DISCOMs are not reflected on the portal while refreshing the consumer data.
 - The **JanSamarth Portal is also not synchronized** with the PM Surya Ghar Portal. Any modifications made to project details, such as **vendor changes or capacity adjustments**, do not reflect on JanSamarth, causing issues for loan approvals.
- Consumer & Vendor Challenges Due to Technical Glitches**
 - Consumers **cannot re-apply for loans** if their initial loan request is rejected by a bank. This limitation prevents them from approaching another bank or branch, creating unnecessary delays, earlier portal 1.1, gives the option to re-apply instantly after rejection by one bank.
 - Thousands of applications are stuck** due to the absence of the **"Location-Type"** option, preventing further processing.

Renewable Energy Association of Rajasthan (REAR®)

Add: - G-6, Agroha Heritage, Central Spine, Vidhyadhar Nagar-302012

E-mail:- info@rear.org.in / rearindiaa@gmail.com

Mob: - 8299519741/9958582628

Visit us: - www.rear.org.in

- The lack of a responsive grievance redressal mechanism has left **both consumers and vendors struggling** to find solutions to their issues, with no clear timeline for resolution. The grievance redressal has the pre-defined templates of reply for all the issues without actually understanding the issue.

Given the urgency of this matter, we request MNRE to:

- **Take immediate corrective measures** to resolve the portal's technical issues.
- **Ensure proper integration** between PM Surya Ghar, DISCOM, and JanSamarth portals to streamline data flow.
- **Enable re-application for loans** in case of rejection to facilitate consumer choice.
- **Establish a robust grievance redressal system** with a clear escalation matrix and defined resolution timelines.

We firmly believe that addressing these concerns at the earliest will restore confidence in the scheme and facilitate the smooth implementation of the scheme.

Thank you for your time and consideration. We look forward to your prompt action and guidance on resolving these challenges.

Yours sincerely,

For **Renewable Energy Association of Rajasthan (REAR)**



Ajay Yadav
(President)

CC:-

- CMD, REC Ltd