

GOVERNMENT OF INDIA
MINISTRY OF NEW AND RENEWABLE ENERGY
RAJYA SABHA
UNSTARRED QUESTION NO. 1090
ANSWERED ON 12/12/2023

**GRIEVANCE REDRESSAL MECHANISM ON THE NATIONAL PORTAL FOR
ROOF-TOP SOLAR PROGRAMME**

1090. MS. DOLA SEN

Will the Minister of New and Renewable Energy be pleased to state:

- (a) whether Government has any grievance redressal mechanism developed on the National Portal for Roof-top Solar programme in order to receive the complaints related to the programme;
- (b) if so, the number of complaints received on the portal till now and the redressal rate; and
- (c) if not, the reasons therefor?

ANSWER

THE MINISTER OF NEW & RENEWABLE ENERGY AND POWER

(SHRI R.K. SINGH)

(a) to (c) Provision has been made on the National Portal for Rooftop Solar for the consumer to raise request at various stages of application for making any changes/modification in the application/claims. So far 15,942 requests have been received on the portal, out of which 15,053 requests have been resolved.
