

## **Frequently Asked Questions (FAQs) on Simplified procedure for installation of rooftop solar (RTS) projects**

### **1. Basic information of grid connected rooftop solar PV system and MNRE Rooftop Solar Phase-II scheme?**

A. Refer FAQs at [https://solarrooftop.gov.in/pdf/faq\\_new.pdf](https://solarrooftop.gov.in/pdf/faq_new.pdf)

### **2. What is simplified procedure for installation of rooftop solar PV system?**

A. In addition to the existing procedure of tendering/empanelment by the state electricity distribution companies (DISCOMs), MNRE has introduced a simplified procedure through which the beneficiaries can install the rooftop solar project through any vendor registered with the concerned DISCOM at mutually decided project cost. The beneficiary will have to first register on National Portal and then submit online application to the concerned DISCOM for issuance of technical feasibility. After receiving online technical feasibility approval, the beneficiary has to sign agreement with any of the vendors registered with the concerned DISCOM and get the system installed. The list of vendors registered with the concerned DISCOM is available under the ‘Vendors in my area’ tab of the beneficiary interface at National Portal after login. After installation of the system by the registered vendor, the beneficiary will have to submit online project completion report and submit it to the concerned DISCOM for inspection and installation of net-meter. After successful inspection and installation of net-meter, the DISCOM will approve the project completion report on the portal and an online commissioning certificate would be generated. The beneficiary can now submit CFA claim request to the Ministry by filling the required bank details and uploading a copy of the cancelled cheque pertaining to the bank account. The CFA/subsidy will be credited to the bank account of the beneficiary within 30 working days of claim submission, provided all the details mentioned in the claim and application are found correct

### **3. What is the National Portal (NP)?**

A. MNRE has developed a ‘National Portal (NP)’ for the registration of applications under the simplified procedure. The whole process from submission of application to the release of subsidy/CFA would be implemented in online mode through this portal. The portal can be accessed through the link [www.solarrooftop.gov.in](http://www.solarrooftop.gov.in)

### **4. How can I register on National Portal (NP)?**

A. For registration at NP, the applicant will need electricity bill, an active 10-digit Mobile number and an active E-mail ID. The consumer will also be required to download SANDES app on his mobile. First, the applicant has to visit the registration page of national portal and select the state and the concerned DISCOM. Then the applicant has to enter consumer account no. mentioned in the electricity bill, mobile number and mail id. After entering these details, an OTP will be sent through SANDES app for mobile number verification. On successful verification of the mobile number, an account activation link will be received on the mail-id provided. The activation link will also include the details of the simplified procedure. After clicking on the activation link received in the email, the account would be activated and the beneficiary will be redirected to NP for submission of application. The activation link is valid for 24 hours only. In case, the activation link is not clicked by the applicant within 24 hours of receipt, the registration will be automatically deleted and the applicant will have to register again.

### **5. Is there any application fee for applying on NP?**

A. No, there is no application fee for submission for application on national portal. However, there may be fees for net-metering which may be charged by the respective DISCOMs.

**6. Is there any difference in subsidy/CFA in both modes i.e., National Portal or DISCOM empanelled Vendors?**

A. Yes there can be difference in subsidy/CFA. The subsidy/CFA available for the applicant through National Portal is displayed to the applicant during the application stage.

**7. Can I apply for net-metering through NP?**

A. Yes. An applicant can apply for net-metering and inspection through the national portal. The application process of NP has been uploaded on the portal.

**8. What bank details are required for the release of subsidy through NP?**

A. After receipt of the online commissioning/completion report from DISCOM, the applicant will have to enter following details for claiming subsidy/CFA:

- Name of the beneficiary
- Account number
- Bank Name
- IFS Code
- Copy of cancelled cheque to be uploaded on the portal

The consumer shall make sure that the account details are clearly visible in the copy of cancelled cheque uploaded on the National portal. Claims having distorted/illegible/mutilated copy of cheques will be outrightly rejected.

**9. How can I raise a complaint/ grievance, in case of non-receipt of subsidy amount in a given time?**

A. You need to raise a complaint under the grievance section on NP.

**10. Can I install the rooftop solar system through any vendor and still get CFA/subsidy?**

A. No. The rooftop solar system shall be installed through any of the registered vendors of the concerned DISCOM only for availing CFA/subsidy. The systems installed through Do it Yourself (DIY) mode or any non-registered vendor shall not be eligible for CFA/subsidy.

**11. Can I install the rooftop solar project through a vendor registered in other DISCOM and still claim CFA/subsidy?**

A. No. For availing CFA/subsidy, the vendor shall be registered in the concerned DISCOM only.

**12. What would be the cost of the system charged by the vendor under simplified procedure?**

A. Under simplified procedure, the cost of the system would be mutually decided by the consumer and the vendor. However, the consumer can get idea of the prevailing market rates of the RTS system through benchmark cost issued by MNRE and the cost discovered in the different states.

**13. How can I ensure quality of the system installed by the vendor?**

A. MNRE has issued technical standard and specification for various components of RTS plant. The consumer shall sign an agreement with the vendor that the installation and commissioning of the RTS system would be in accordance with the technical standards and specifications issued by MNRE. MNRE has prepared a model agreement and the same can be adopted by the consumer.

**14. Whether the consumer-vendor agreement has to be signed on the stamp paper or plain paper?**

A. The consumer vendor agreement shall be signed on a non-judicial stamp paper of minimum Rs. 50 values.

**15. What happens when an applicant does not get activation link on mail due to incorrect entry of mail id?**

A. The activation link is valid for 24 hours only and if the account is not activated within that period, the registration will get automatically cancelled and the applicant will have to reinitiate the registration. Hence, if an applicant has entered wrong mail id, he/she shall wait for around 24-48 hours and then apply for registration again.

**16. What happens when an applicant enters wrong mobile number while registering on National Portal?**

A. The registration is incomplete on the National Portal till the mobile number is verified through OTP. If an applicant enters wrong mobile number during registration, he/she will not be able to verify the mobile number through OTP and the registration will not happen. In such cases, the applicant can immediately re-apply for registration.

**17. The registration/application on the National Portal should be done by the consumer or a vendor can register/apply on behalf of the consumer?**

A. The registration/application on the National Portal shall be invariably done by the consumer having the ownership of the premise and name in the electricity bill. The vendors shall not register/apply on the National Portal in the name of the consumer, under any circumstances. If any such malpractice is observed at any stage, appropriate legal/police action would be initiated against the vendor and the consumer.

**18. What happens when an applicant has registered an account with wrong consumer electricity account number?**

A. In case the applicant has entered an account with wrong consumer account number, he/she should try to register again using his/her other mobile number and e-mail id. However, if the applicant is not having other mobile number and mail-id, a mail shall be sent to the Technical Support of MNRE for deletion of the account. Under no circumstances, the vendor shall register on behalf of the consumer.

**19. How can the vendor register on National portal?**

A. The vendors willing to register on the National Portal shall approach the concerned DISCOM and submit registration request as per the procedure defined in the OM of this Ministry vide no. 318/6/2022-GCRT dated 10.06.2022 (given as guidelines under simplified procedure tab at homepage of National Portal. The vendor also has to pay the required PBG amount to the concerned DISCOM for registration. Once the DISCOM has received the required documents and PBG amount from the vendor, the DISCOM will upload the details of such vendors on the National Portal through their account and the vendors will receive a registration mail. The vendors can now login into the National Portal with PAN No. and mobile number (used by DISCOM for registration) and enter the product rates and contact details. The details entered by the vendor will be visible to the consumer submitting application to the concerned DISCOM for rooftop solar. This will assist the consumer in vendor selection. Under no circumstances, vendor shall submit registration fees at MNRE or approach MNRE for registration.

**20. Whether the vendor needs to submit separate PBG for each DISCOM in a state?**

A. As per the notification issued by the Ministry, the vendor shall have to submit separate PBG for each DISCOM. This has been done considering that a vendor rarely works in the whole state. However, the DISCOMs of a state are at liberty to allow the vendors to work in the entire state for a single PBG of 2.5 lakhs considering the state specific issues or understanding among the DISCOMs.

**21. Whether the vendor having existing empanelment through tender in a DISCOM can be considered for registration in National Portal?**

A. The vendors empanelled through tender and having active empanelment can be directly considered for registration in National Portal provided the PBG submitted by such vendors shall not be below 2.5 lakhs and shall be valid for a period of minimum 5 years from the date of application.

**22. Whether any relaxation can be provided to vendors for extension of PBG if the validity of existing PBG is less than 5 years.**

A. The vendors having existing PBG of 2.5 lakhs for a period of less than 5 years, may be allowed by DISCOMs for registration on submission of an undertaking that the period of validity will be extended for the required amount within a timeline specified by DISCOM (say one month or so) or within a specific period of existing PBG expiry (15 days or so) if it is not possible to extend the PBG validity beforehand. However, the DISCOMs shall blacklist the vendors not complying with the relaxations given and such vendors will be barred from participating in all the future schemes of the Ministry.

**23. What are the provisions available if the existing PBG is less than 2.5 lakhs and is valid for period less than 5 years.**

A. In such cases, the vendors may be allowed by the DISCOMs to submit the PBG of differential amount with validity of minimum 5 years and the existing PBG can be extended as per the procedure indicated above.

**24. Whether any additional charges have to be paid by the vendor to the Ministry for registration?**

A. No. Other than PBG amount payable to concerned DISCOM(s) no other charges have been paid to the Ministry for registration.

**25. In case the applicant does not have a cancelled cheque, what other documents can be submitted for claiming CFA?**

A. The applicants shall at first try to upload the copy of cancelled cheque, bearing the name of the applicant, for claiming CFA. However, under unavoidable circumstances, copy of bank pass book front page having details such as name of account holder, bank name, IFS code, account number, branch address etc can be uploaded. The consumer shall make sure that the relevant bank details are clearly visible in the copy of passbook/cheque uploaded on the National portal. Claims having distorted/illegible/mutilated copy of passbook/cheques will be outrightly rejected.

**26. What is the validity of the rooftop solar program, Phase-II?**

A. The Phase-II of RTS program is valid till 31.03.2026 or until further notice. However, the CFA/subsidy applicable for projects installed through National Portal would be subject to annual revision (calendar year).