

From The Director General,
Renewable Energy
Department, Haryana &
To. HAREDA,
SCO No. 48, Sector 26, Chandigarh.

All The Addl. Deputy
Commissioner's-cum- Chief Project
Officer (In the State).

Memo. No. RE- Admn-2012/2612-33
Dated Chandigarh, the 9/8/2012

Subject:- Citizen Charter.

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Reference subject cited above.

2. A copy of revised Citizen Charter is attached herewith for information and strict compliance. It is further directed that to display the availability of Stores, subsidy pattern, cost etc. in the web-site of the Department. The copy of Citizen Charter may also be displayed in the Notice Board of office for the information of beneficiaries.

Sd-
Superintndt
for Director General, Renewable Energy
Deptt.,
Haryana & HAREDA,
Chandigarh.

Encl:

As above

Endst. No. RE-Admn-2012/ 2612-33

Dated, Chandigarh, the 9/8/2012

A copy of the above is forwarded to:-

1. All the Scheme In charges of RE/HAREDA. They are directed to update the information pertaining to their schemes every month and send to Programmer for uploading same on the official web-site of the Deptt./HAREDA.
2. The Programmer, RE Department with the direction to upload the revised Citizen Charter on the web-site of the Deptt./HAREDA and update the related information of Scheme In charges.

Sd-
Superintndt
for Director General, Renewable Energy
Deptt., Haryana & HAREDA,
Chandigarh.

Endst. No. RE- Admn-2012/2612-33

Dated, Chandigarh, the 9/8/2012

A copy of the above is forwarded to the Financial Commissioner and Principal Secretary to Govt. Haryana, Industries & Commerce, Mines & Geology and I.T. Departments, Haryana, Chandigarh for information.

Sd-
Superintendnt
for Director General, Renewable Energy
Deptt., Haryana & HAREDA,
Chandigarh

**CITIZEN CHARTER OF DEPARTMENT OF RENEWABLE ENERGY HARYANA/
HAREDA**

The Department of Renewable Energy is responsible for formulating the policies and promotion of programmes for implementation of Renewable Energy & Energy Conservation programmes in the State. The Department and the Haryana Renewable Energy Development Agency (HAREDA) are working in the following thrust areas:

- To create awareness about the uses of solar , wind, biogas, small hydro and biomass based renewable energy technologies among the public.
- To promote policies & programmes necessary for popularizing the applications of various new, renewable & energy efficient technologies in the state.
- To promote renewable energy based power generation in the State for energy security.
- To promote energy conservation measures for efficient use of energy resources.
- To promote green building design for efficient use of energy in housing, commercial & industrial sector

The Department of Renewable Energy and Haryana Renewable Energy Development Agency (HAREDA) are implementing the various programmes/schemes for which the schedule of services to the citizens is as under:

I. Solar Water Heating System (Individual/ domestic sector, Commercial & Social sector)			
Sr. No.	Name/Particulars of the Service under Solar Water Heating System	Current mode of delivery of service (Manual/ electronic)	Time-lines prescribed for delivery of the service, if any,
1.	General Information	Manual	Immediately
2.	Special Information and Survey/ capacity approval	Manual	15 days
3.	Technical detail/ survey	Manual	15 days
4.	Interim reply	Manual	7 days

5.	Issuance of NOC for installation of Solar water heating systems for mandatory categories of buildings like Industries where hot water is required for processing, hospitals, and Nursing Homes, Govt. Hospitals, Hotels, Motels and Banquet Halls, Jail barracks, Canteens, Housing Complexes set up by Group Housing Societies/Housing Boards, all Residential buildings built on a plot size 500 sq. yards and above falling within the limits of Municipal Committees/Corporations and HUDA Sectors, all Govt. buildings, Residential Schools, Educational Colleges, Hostels, Technical/Educational, colleges of Education and Training, Tourism Complexes and Universities etc.	Manual	24 days of installation of system as per approved capacity
6.	Approval of Subsidy and issuance of letter for rebate in electricity bills for domestic sector	Manual	24 days after receipt of complete documents subject to availability of funds

II. Solar Photo Voltaic Off Grid Power Plants (Industrial, institutional, Commercial and individual in domestic sector)

Sr. No.	Name/Particulars of the Service under Solar Photo Voltaic Power Plants	Current mode of delivery of service (Manual/ electronic)	Time-lines prescribed for delivery of the service, if any,
1.	General Information	Manual	Immediately
2.	Special Information and Survey/ capacity approval	Manual	15 days
3.	Technical detail/ survey	Manual	15 days
4.	Interim reply	Manual	7 days
5.	Forwarding of the case for the approval of MNRE, GoI	Manual	Within 24 day of receipt of complete application.

6.	Release of Subsidy	Manual	Within 24 days after receipt of the same from Gol
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III. Renewable Energy Power Projects

Sr. No.	Name/Particulars of the Service	Current mode of delivery of service (Manual/ electronic)	Time-lines prescribed for delivery of the service, if any,
1.	General Information	Manual	7 days
2.	Special Information and Survey/ capacity approval	Manual	90 days
3.	Interim reply	Manual	15 days of receipt of complete application.
4.	Forwarding of the case for the approval of MNRE, Gol	Manual	24 days
5.	Release of Subsidy	Manual	As per MNRE, Gol norms.

IV. Renewable Energy Devices

Sr. No.	Name of Items	Cost	Subsidy Amount (in provision)	Delivery of Service
1.	i. Solar Lantern ii. Home Lighting System iii. Solar Street Lighting System iv. Solar Cooker (Box Type & Dish Type) etc.	Cost of these items varies from time to time as decided by the State Govt.	As per budget provision	Immediately, Subject to availability in the stores.

DETAIL OF APPROX. TOTAL COST & SUBSIDY AVAILABLE FOR VARIOUS RENEWABLE ENERGY PROJECTS/SYSTEMS

Sr. No.	Device	Approx. Total cost (Rs)	MNRE/GOI CFA (Rs)	State subsidy(Rs)
1	MW scale Power Projects (i) Solar (ii) Biomass	7.00 crore/MW 5.00 crore/MW	Nil 20 lac/MW	- -

	(iii) Biomass Cogen (iv) Small Hydro	5.00 crore/MW 8 to 10 crore/MW	20 lac/MW 1 crore/MW	- -
2.	Off Grid Power Plant with battery bank (i) Up to 300 wp (ii) >300 wp to 10 KW (iii) >10 KW to 100 Kw	1.3 lac/KW	75000/KW 45000/KW 39000/KW	30%
3.	Off Grid Power Plant without battery bank up to 500 KW	1.00 lac/KW	24000/KW	30%
4.	Grid connected SPV Power Plant	1.00 lac/KW	30%	30%
5.	SPV LED Street Lighting system for community use	14000	-	4000
6.	SPV Home Lighting system (i) Two CFL+ one Fan (ii) Two LED + one fan (iii) Two LED	9500 8400 5500	- - -	5000 5000 3000
7.	Solar Water Heating system (i) 100 LPD FPC (ii) 100 LPF ETC	25000 18000	- -	6000/100lpd 1500/100lpd
8.	Solar Steam cooking system (16 Sq.M. for 100 persons meals)	20,000 per Sq.M.	30% or 6,000/Sq.M. whichever is less	40% of cost for Social Sector only
9.	Solar Water Pumping system (i) 2HP DC Surface (ii) 2HP DC submersible (iii) 5HP AC submersible	2.40 lac 2.50 lac 5.10 lac	86,400 86,400 1,62,000	72,000 75,000 1,53,000
10.	Solar Cooker (i) Box Type (ii) Dish Type	3190 6000	957 1800	1000 1500
11.	Institutional Biogas Plants for charitable institutes/goshals (i) 25 Cu.M. (ii) 45 Cu.M. (iii) 60 Cu.M. (iv) 85 Cu.M.	3,18,000 5,97,000 7,56,000 9,87,000	- - - -	40% or max. 1,27,200 2,38,800 3,02,400 3,95,600
<ul style="list-style-type: none"> ➤ Subsidy is subject to approval of Govt. & availability of budget. ➤ MNRE/GOI subsidy as per guidelines for the year 2014-15 				

If there is any complaint in the services of the Department / HAREDA, the following may be contacted:

1. At district level:

The Additional Deputy Commissioner-cum-Chief Project Officer (RE) of the concerned district.

2. At state level:

The Director,
Renewable Energy Department, Haryana & HAREDA,
Akshay Urja Bhawan, Institutional Plot No. 1,
Sector. 17, Panchkula.
Phone No. 0172- 2585733, 2587233, 2587833

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