

Customer Care Service

NEDA's Customer Care Help Line service is operational at the Training Centre since 22nd September 2005. The objective of this Customer Care Service is to provide all the information regarding Non-Conventional Energy Systems, devices and schemes to various beneficiaries who called on the help line phone no. Queries of the prospective beneficiaries regarding technology of different systems of renewable energy programmes, their cost, subsidy, procedure for systems booking, their availability, supply repair and NEDA's new programmes being under taken in the field of Renewable Energy were satisfied through this service. The centre has received approximately 4714 queries in the year 2008-09. According to queries received from beneficiaries complete and detailed information was provided to them. Besides, if there were booking of systems, accordingly Aditya Solar Shop of concerned District was intimated for necessary action. The queries received on the customer care no. were systematically recorded and relevant information and adequate instructions were sent to the concern project office of the district for necessary action under intimation to the head office and summarized monthly report on the calls received is placed before Director NEDA for information / monitoring.

CUSTOMER CARE NO. - 9415609080