

### Complaint –

I am writing on behalf of Sparq Eneritech Pvt. Ltd., a DPIIT-recognized startup engaged in solar energy solutions, to respectfully request an exemption from the following eligibility criteria under the above-mentioned tender: The tender specifies an annual turnover over the preceding three completed financial years. As a newly incorporated company established in June-2024, Sparq Eneritech has completed only one financial year, reporting a turnover of approximately ₹ 36 lakhs. Completed Project Capacity: The tender requires prior execution of at least one solar plant of 84 kWp or above. We have successfully commissioned a 82.49 kWp rooftop solar plant and currently have another project of 80 kWp under execution, which is expected to be completed shortly.

### Response –

Following one of the mandatory criteria is included in Solar Guidelines of SMART Project for supplier / service provider agency to qualify as an applicant;

**“Applicant supplier / service provider agency must have a prior experience of installing solar plants with a minimum capacity equivalent to the capacity of the solar plant approved under SMART Project for respective CBO.”**

As per the information provided by Mr. Naimish in GRM it is not clear the name of community based organization (CBO) who published the RFP for solar unit or the solar capacity (KW) they are bidding. Therefore, as per the above mandatory criteria regarding installation experience no any relaxation will be given to any bidder.

Sr No	Grievance	Project Reply
01	<p>I am writing on behalf of Sparq Eneritech Pvt. Ltd., a DPIIT-recognized startup engaged in solar energy solutions, to respectfully request an exemption from the following eligibility criteria under the above-mentioned tender: The tender specifies an annual turnover over the preceding three completed financial years. As a newly incorporated company established in June-2024, Sparq Eneritech has completed only one financial year, reporting a turnover of approximately 36 lakhs. Completed Project Capacity: The tender requires prior execution of at least one solar plant of 45 kWp or above. We have successfully commissioned a 42.51 kWp rooftop solar plant and currently have another project of 80 kWp under execution, which is expected to be completed shortly.</p>	<ol style="list-style-type: none"> <li data-bbox="975 101 1770 578">1. In the SMART project, procurement processes for solar components for several community-based organizations are currently underway. However, in the complaint received, neither the name of the concerned community-based organization nor the reference number related to the tender process has been mentioned. As a result, it is unclear in which community-based organization's solar component procurement process Mr. Nimish (Sparq Eneritech Pvt Ltd) is participating.</li> <li data-bbox="975 578 1770 837">2. Under the World Bank-assisted SMART project, the procurement process for community-based organizations is carried out as per the procurement guidelines approved by the World Bank. As a result, no concessions are offered to any bidder.</li> </ol>