NISE

नवीन और नवीकरणीय ऊर्जा मंत्रालय
Ministry of New and Renewable Energy

Solar Cell Manufacturer FAQ - quick answers to the most common problems

DCR Verification Portal | For Solar-Cells Manufacturers

Find your problem in the list, read the quick answer in the green box, and follow the steps. Still stuck? Raise a ticket with the category shown.

Built from the support tickets cell manufacturers raised in the last 180 days (about 140 about cell work). Sections are in the order they were asked most.



Wafer and raw material uploads 34% · Certificates you issued 32% · ALMM II model and item not showing 17% · Wafer to Cell and stock 7% · Account, users and menus 10%

Questions

Wafer and raw material uploads

Q1 My BOE or raw material entry shows Pending. When will it be approved?

Q2 My upload was rejected. Where do I see why?

Q3 What exactly must I upload for a wafer BOE?

Q4 What must I upload for a raw material purchase? Which unit do I use?

Q5 How do I upload my opening stock of raw materials? What is the MIS report?

Q6 Quantity Available of my wafer BOE is lower than what I bought, and I see BOM Wafer Consumption. Why?

Q7 I uploaded a wrong document or wrong quantity. Can I change it?

Q8 My wafer size is not in the list.

Certificates you issued

Q9 Please cancel or delete a certificate I issued by mistake.

Q10 Can we issue a certificate for wafers or raw materials? Or a B2C certificate?

Q11 The portal does not let me edit a certificate any more.

Q12 The buyer's address on the certificate is wrong.

Q13 Which cell model is printed on the certificate?

ALMM II model and item not showing

Q14 My cell item code does not show in Wafer to Cell.

Q15 We now make cells above the efficiency of our ALMM II model. Can you allow them?

Q16 A new model of ours (for example G12R) is enlisted in ALMM List-II but not in the portal.

Q17 The ALMM II Enlisted Model list is empty.

Wafer to Cell and stock

Q18 Wafer to Cell says a raw material is not available, but we have it.

Q19 How do I check how much raw material was consumed?

Q20 How do I move cells, wafers or a raw material to another branch?

Q21 I entered a conversion with the wrong item, model or quantity. How do I correct it?

Q22 The consumption per cell set in the portal does not match our process.

Account, users and menus

Q23 Items, BOE or Raw Material Purchase are missing from my menu.

Q24 We are logged out again and again.

Q25 How do I change the email or mobile of a user?

Q26 I cannot add a branch with another GST number.

Wafer and raw material uploads

34% of tickets

Waiting for approval, rejections and opening stock are the most common reasons for a ticket.

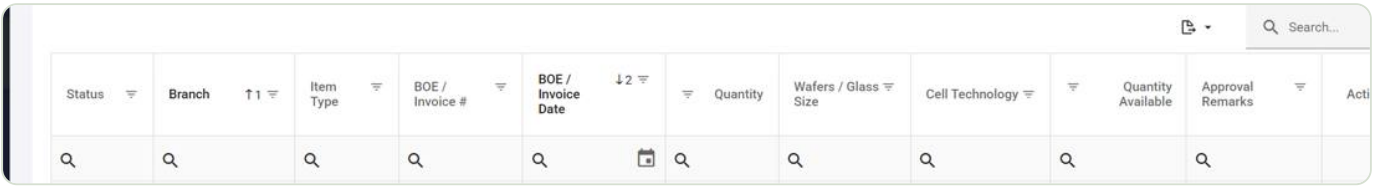
Q1 My BOE or raw material entry shows Pending. When will it be approved?

QUICK ANSWER

The NISE team checks every upload against its document. You get an email as soon as it is approved or rejected; until then it cannot be used.

1. Check the Status column in DCR > Wafers / Thin Glass Purchase or DCR > Raw Material Purchase.
2. Upload early. A purchase that is still Pending is not counted in Wafer to Cell.
3. A complete, readable document with the numbers typed exactly as printed is approved fastest (see Q3 and Q4).
4. You can reply to the email you received after uploading if you need to add something.

Remember: Raising a ticket only to ask for approval does not make it faster; the same team checks the uploads in order.



Status and Approval Remarks in the BOE list.

Q2 My upload was rejected. Where do I see why?

QUICK ANSWER

The reason is in the rejection email and in the Approval Remarks column of the list. Correct it and add the purchase again.

1. Open the list, find the row in red with status Rejected and read Approval Remarks.
2. The usual reasons: wrong or incomplete document, number or date not typed as printed, wrong quantity or unit, wrong item type, missing E-Way Bill.
3. Press Add BOE or Add Raw Material Purchase and enter it again correctly. A rejected entry cannot be edited.

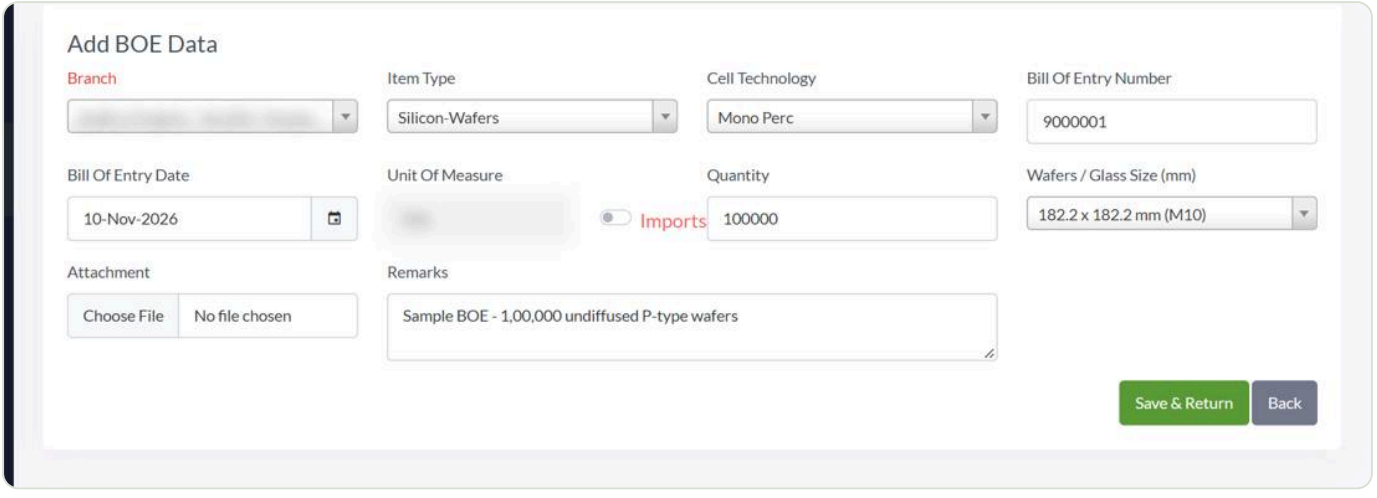
Q3 What exactly must I upload for a wafer BOE?

QUICK ANSWER

The complete Bill of Entry as one clear PDF of up to 5 MB, with the BOE number, date and number of wafers typed exactly as printed.

1. Branch where the wafers arrived, Item Type Silicon-Wafers, the right Cell Technology and wafer size.
2. BOE number: numbers only, no extra text or special characters. BOE date: the date on the BOE, not the invoice date.
3. Quantity: the exact number of wafers on the BOE. Do not remove wastage yourself (see Q6).
4. Only raw, undiffused wafers with HSN code 38180010 are accepted. If the BOE description does not show it, attach a supporting document.
5. No BOE for this purchase? Attach the invoice with a signed and stamped self-declaration that there is no BOE.

Remember: The BOE must be in your company's name. Upload each BOE only once.



Add BOE with dummy values.

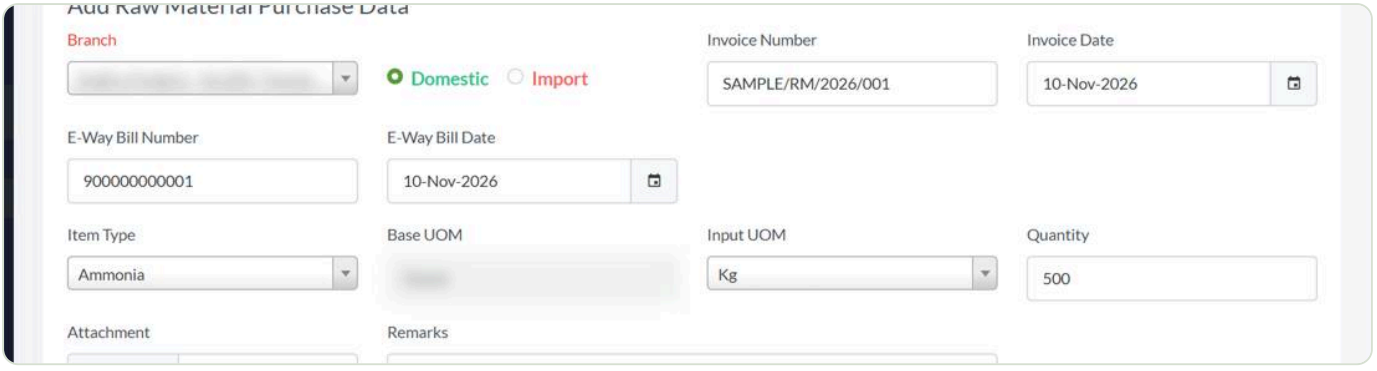
Q4 What must I upload for a raw material purchase? Which unit do I use?

QUICK ANSWER

Domestic: the tax invoice together with the E-Way Bill. Import: the Bill of Entry. Enter the quantity in the unit printed on the document, Kg or grams.

1. Choose Domestic or Import first; the box names change to Invoice or BOE.
2. Type the invoice, challan or BOE number exactly as printed, with its dashes, and the 12 digit E-Way Bill number for a domestic purchase.
3. Choose the item as described on the invoice, for example Front Silver Paste Mono Perc or TopCon.
4. Front and busbar paste go together in one entry, because the portal treats both as front silver paste; the same for rear paste.
5. Choose the input unit, Kg or Grams. The portal stores chemicals and pastes in grams and RCA cleaning additive in ml.

Remember: For RCA cleaning additive enter only the quantity used for poly-silicon etching.



Domestic or Import, E-Way Bill and the unit.

Q5 How do I upload my opening stock of raw materials? What is the MIS report?

QUICK ANSWER

Make one entry per material with the quantity in stock on the cut-off date announced by NISE, and attach your MIS report as proof. After the cut-off, upload each invoice or BOE separately.

1. Open DCR > Raw Material Purchase > Add Raw Material Purchase.
2. One entry per material, imported and local quantities together. Do not split it into several invoices, and do not submit the same material twice.
3. The MIS report is your ERP stock report showing the closing balance of the material on the cut-off date, with about one month of transactions, saved as PDF.
4. Purchases dated after the cut-off go in as separate entries with their own invoice and E-Way Bill.

Remember: Invoices dated before the cut-off are not accepted as new purchases. Material on an older invoice that arrived after the cut-off needs a gate entry record.

Q6 Quantity Available of my wafer BOE is lower than what I bought, and I see BOM Wafer Consumption. Why?

QUICK ANSWER

At approval the portal removes the normal wafer wastage: 1.026 wafers per cell for Mono PERC and 1.03 for TopCon, adjusted for wafer size. The rest is what you can convert.

1. Example: 1,02,600 standard Mono PERC wafers leave 1,00,000 to convert.
2. The approval email shows Purchased Quantity, Waste Deducted (BOM) in red and Available Quantity in green.
3. In the BOE list press Transaction: the first line, BOE Approval - BOM Wafer Consumption, is this wastage. Every later line is a Wafer to Cell or a reverse.

Remember: Before approval Quantity Available is not final; it is set on approval.



Item Type	Silicon-Wafers
Purchased Quantity	102,600 Nos
Waste Deducted (BOM)	2,600 Nos (BOM Ratio: 1.026)
Available Quantity	**100,000 Nos**

You can now use **100,000 Nos** from this BOE (**9000001**) for production.

The approval email: Purchased, Waste Deducted (BOM) and Available Quantity (dummy values).

Q7 I uploaded a wrong document or wrong quantity. Can I change it?

QUICK ANSWER

You cannot edit an upload yourself. Raise a ticket asking the team to reject it, then upload it again correctly.

1. Raise a ticket with the BOE or invoice number and what is wrong.
2. After it is rejected, add the purchase again with the right file and values.

Still stuck? Raise a ticket - Category: `Transaction Issue`
Write: BOE or invoice number, what was wrong, and the correct document.

Q8 My wafer size is not in the list.

QUICK ANSWER

Choose Others in Wafers / Glass Size and type the width and height in mm.

1. The size matters: raw material use is scaled by wafer area compared with the standard size of the technology.

Certificates you issued

32% of tickets

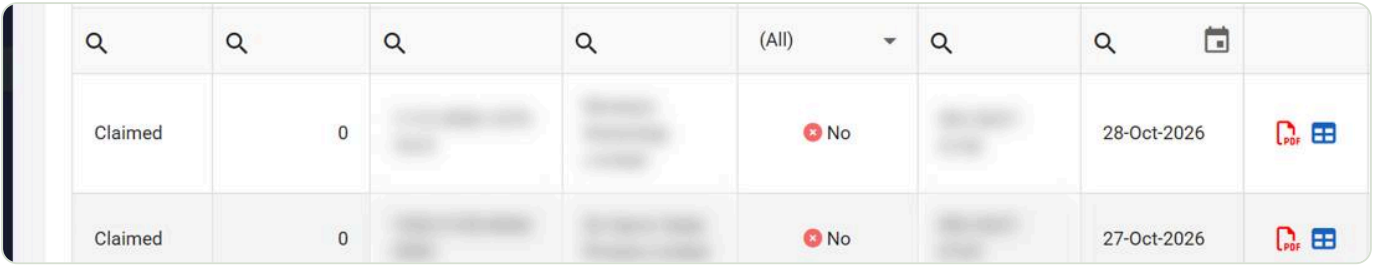
Cancelling, correcting and addresses on certificates come next.

Q9 Please cancel or delete a certificate I issued by mistake.

QUICK ANSWER

A certificate cannot be cancelled or deleted. If it is Un-Claimed, edit it yourself. If the buyer has claimed it, the buyer must return it.

1. Open DCR > Sell (B2B - Vendor) and search the certificate.
2. Un-Claimed: press the pencil icon and correct it.
3. Claimed: ask the buyer to return it from DCR > Claimed on their login; the cells come back to your stock.



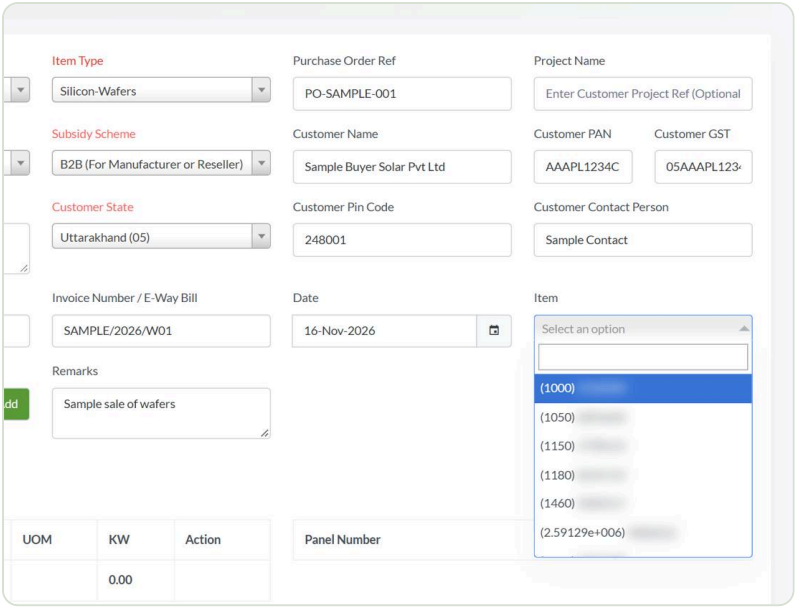
Claim Status and the Edit icon in the B2B list.

Q10 Can we issue a certificate for wafers or raw materials? Or a B2C certificate?

QUICK ANSWER

Yes for wafers and raw materials, on a B2B certificate to another company. No for B2C: a cell manufacturer issues only B2B certificates.

1. DCR > Sell (B2B - Vendor) > Issue to Vendor. Choose Item Type Solar Cells, Silicon-Wafers or the raw material.
2. For wafers and raw materials, Item lists your approved purchases with a balance; choose one and type a quantity up to its balance, then Add.
3. Fill in the buyer and invoice, press Confirm and Yes. The quantity leaves that purchase and your stock.



Selling wafers: Item lists the purchases with a balance (BOE numbers blurred).

Q11 The portal does not let me edit a certificate any more.

QUICK ANSWER

Either the buyer has claimed it, or both item edits are used: items can be added or removed only 2 times on a certificate.

1. The red note at the top of the Edit page shows how many item edits are left.
2. Other details, such as the PO reference or contact person, can still be changed while it is Un-Claimed.
3. Check the quantities carefully before the second item edit.

Q12 The buyer's address on the certificate is wrong.

QUICK ANSWER

The address comes from the buyer's PAN and branch. Choose the buyer's correct branch by GST number when you issue, or edit the address while it is Un-Claimed.

1. If the buyer has no branch for that state, ask them to add it on their login; until then the address of their PAN is used.
2. To change the buyer's GST or PAN, send the GST and PAN documents to support.

Still stuck? Raise a ticket - Category: `Update/Change Customer Information in Certificate`
Write: Certificate number and the GST document with the correct address.

Q13 Which cell model is printed on the certificate?

QUICK ANSWER

The ALMM II model you chose in Wafer to Cell when you made those cells, with the cell technology and Wp.

1. The portal does not change it later. Choose the right model in every Wafer to Cell entry.
2. A wrong model on a conversion: reverse that conversion while the cells are in stock and enter it again (Q21).

ALMM II model and item not showing

17% of tickets

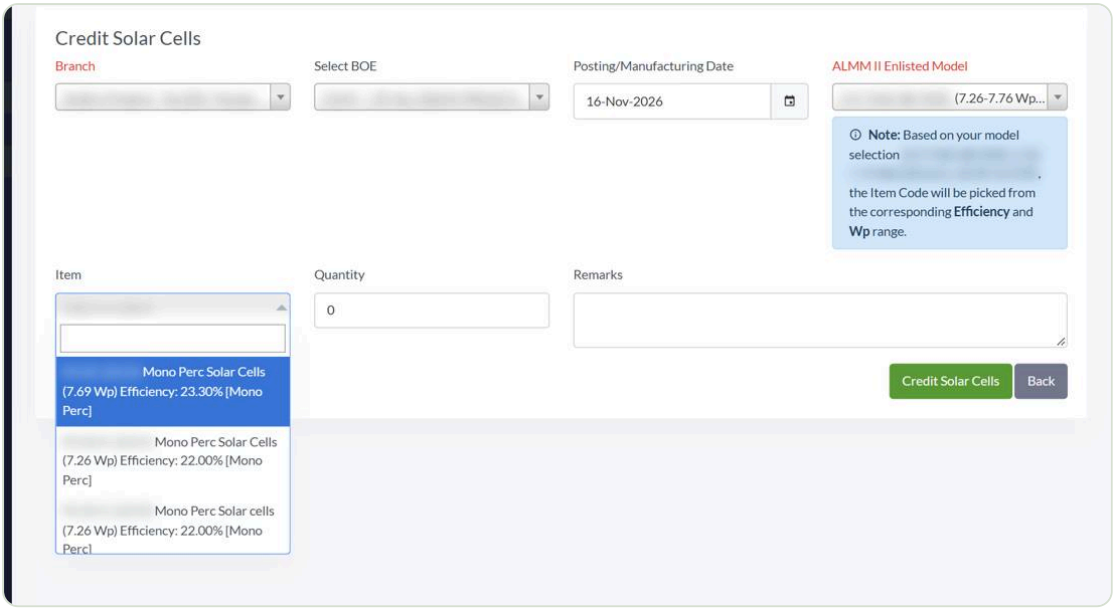
Nearly every 'item not visible' ticket is explained by the ALMM II range.

Q14 My cell item code does not show in Wafer to Cell.

QUICK ANSWER

Item shows only your cells whose Wp and efficiency are both inside the range of the ALMM II model you chose, and of the same technology.

1. Choose the model first; the range is written next to its name, for example 7.26 to 7.76 Wp, efficiency 22.00 to 23.50 percent.
2. Open Items and check the Wp, efficiency and cell technology of your item.
3. If you have several models, try the other model: the item may belong to that one.
4. A wrong value in the item? Create a new item with the right Wp and efficiency.



Only items inside the model's range are offered.

Q15 We now make cells above the efficiency of our ALMM II model. Can you allow them?

QUICK ANSWER

No. The portal follows ALMM List-II. Cells outside your enlisted range can be entered only after the range is revised in ALMM List-II.

1. Apply to MNRE for the revision of your enlistment.
2. After the revised ALMM List-II is published, raise a ticket with the office memorandum so NISE can update your model.

Still stuck? Raise a ticket - Category: `Item Type Not Visible`
Write: The ALMM List-II office memorandum and the model with its new range.

Q16 A new model of ours (for example G12R) is enlisted in ALMM List-II but not in the portal.

QUICK ANSWER

ALMM II models are entered by NISE after each list is released. Raise a ticket with the memorandum if it is still missing a few days after release.

1. You cannot add or change a model yourself.
2. Wafer BOEs for that model's wafers can be approved only once the model is in the portal.

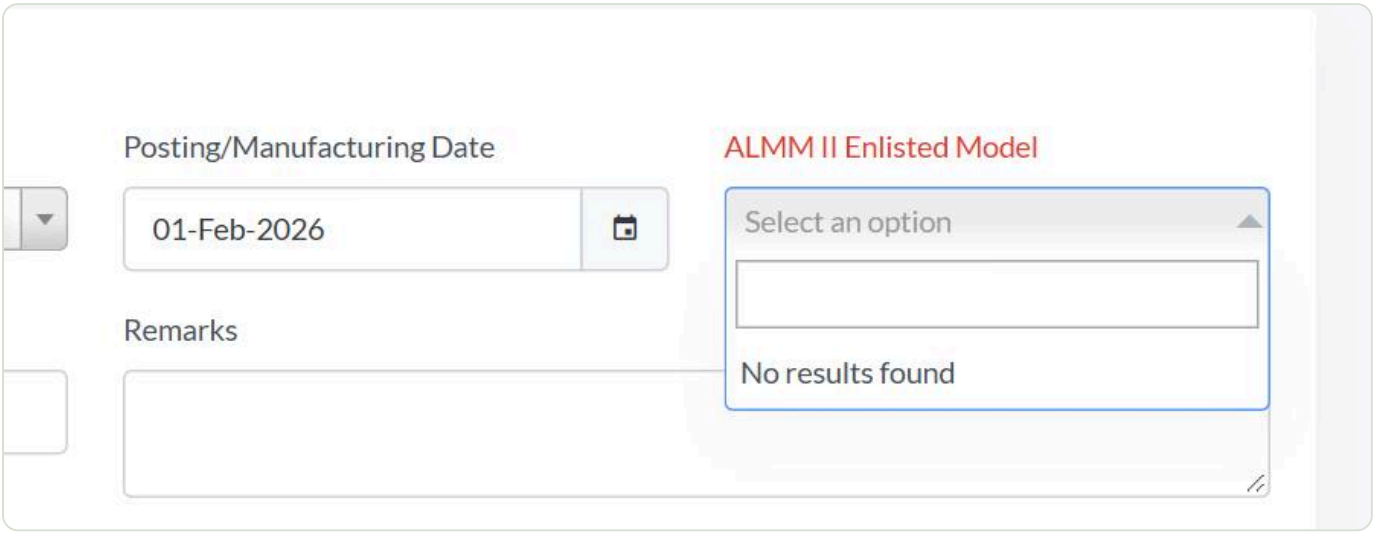
Still stuck? Raise a ticket - Category: `Item Type Not Visible`
Write: Model name, technology, Wp and efficiency range, and the ALMM List-II memorandum.

Q17 The ALMM II Enlisted Model list is empty.

QUICK ANSWER

The posting date is outside the model's Valid From and Valid To, or the BOE is for another cell technology.

1. Choose the BOE first, then the posting date; the model list is filled from both.
2. Try a date inside the validity period of your model.
3. Check the Cell Technology written on the BOE; a TopCon BOE shows only TopCon models.
4. Still empty: ask support to check the dates and technology of your model.



A date before Valid From: No results found.

Wafer to Cell and stock

7% of tickets

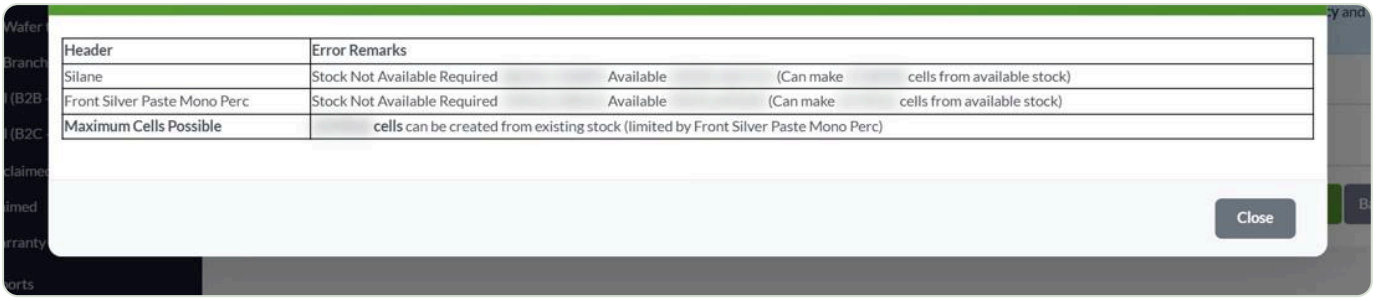
Stock errors and reversals.

Q18 Wafer to Cell says a raw material is not available, but we have it.

QUICK ANSWER

The portal counts only approved purchases in the branch you chose. The material must be both in that branch's stock and in the unused balance of approved purchases.

1. Check that you chose the branch where the material was uploaded.
2. Check that the purchase is Approved, not Pending.
3. Read the error window: Required, Available and how many cells the material allows. Lower the quantity or upload the missing purchase.
4. Material is in another branch? Move it with Branch Transfer.



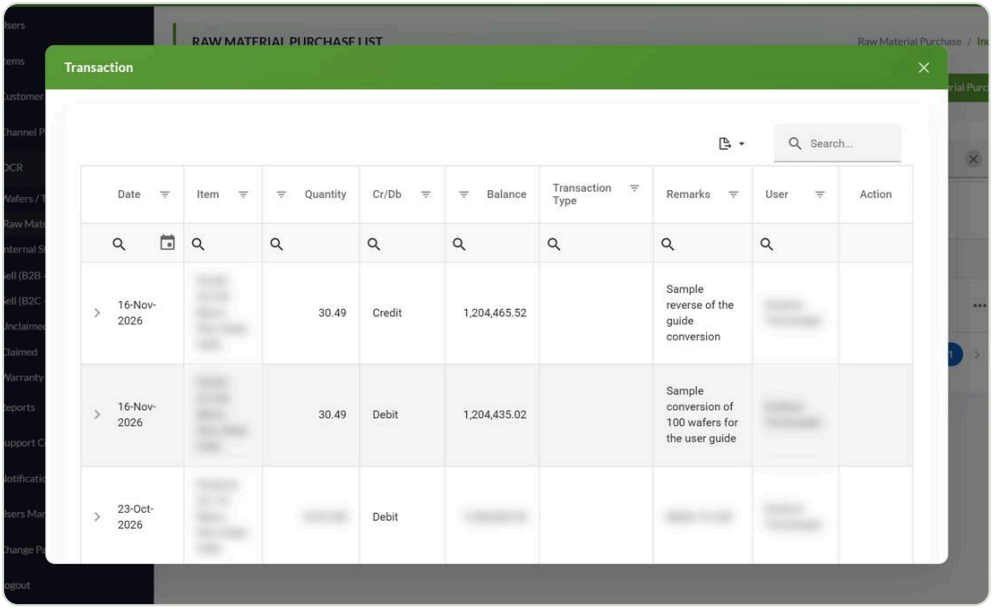
The error window lists each short material (quantities blurred).

Q19 How do I check how much raw material was consumed?

QUICK ANSWER

Use the Transaction icon in three places: Stock Summary, the BOE list and the Raw Material Purchase list.

1. Stock Summary: search the material and press Transaction. Each line is one purchase; Quantity minus Balance is what has been consumed from it.
2. Raw Material Purchase list: press Transaction on an invoice to see every Wafer to Cell entry that used it, with the exact quantity.
3. Each conversion uses: consumption per cell set by NISE, times the wafer size factor, times the wafers. Example for 100 Mono PERC cells on 182.2 x 182.2 mm wafers: Ammonia 30.49 g.
4. Materials are taken from the oldest approved purchase first.



Transaction window of a raw material invoice (Sample lines readable).

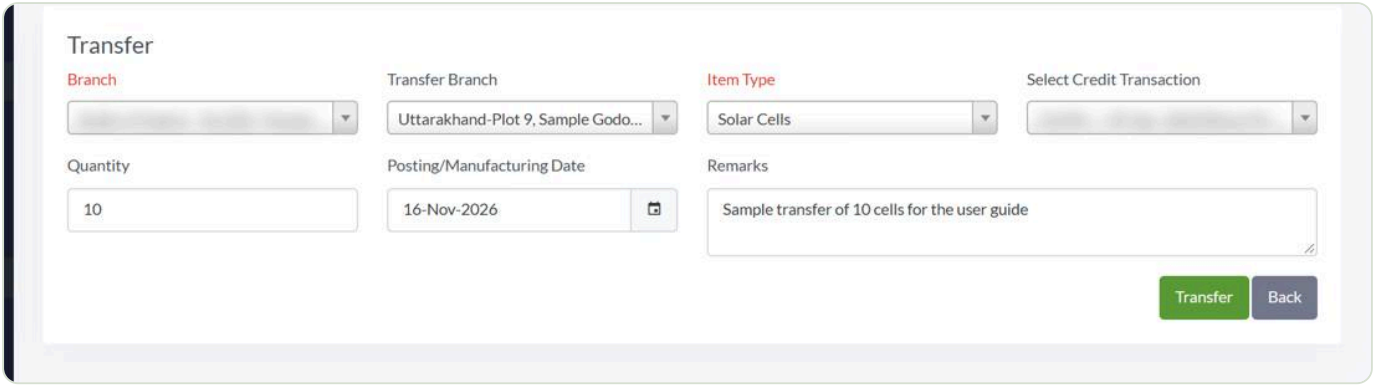
Q20 How do I move cells, wafers or a raw material to another branch?

QUICK ANSWER

With DCR > Internal Stock Credit > Branch Transfer. The stock is added to the other branch at once; nothing has to be claimed.

1. Choose the Branch the stock leaves and the Transfer Branch it goes to.
2. Choose the Item Type. In Select Credit Transaction choose where it comes from: for cells a stock entry (a conversion, a claim or an earlier transfer), for wafers and raw materials an approved purchase with a balance.
3. Type the quantity, not more than is left, and a date not before that entry and not after today. Press Transfer and Yes.
4. A wafer or raw material transfer creates an approved purchase named BT, the BOE number and the date in the other branch; Wafer to Cell there uses it like any purchase.

Remember: To undo a transfer, transfer the stock back the same way.



Branch Transfer of 10 sample cells to a dummy branch.

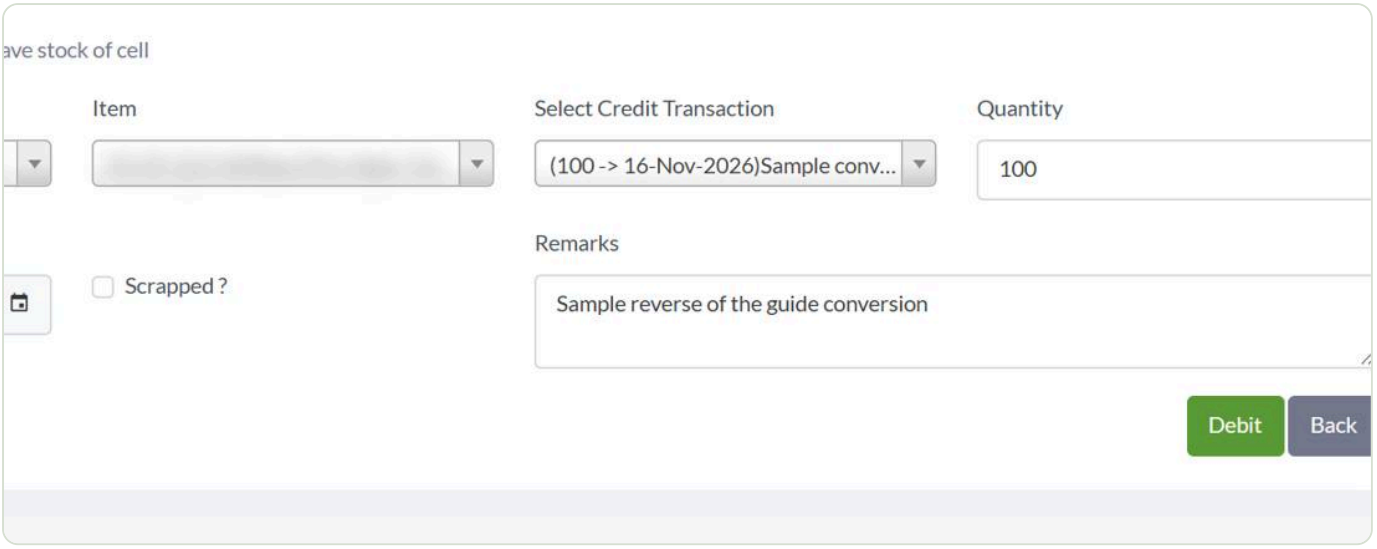
Q21 I entered a conversion with the wrong item, model or quantity. How do I correct it?

QUICK ANSWER

Reverse it with Wafer to Cell Reverse while the cells are still in stock, then enter it again correctly.

1. Open DCR > Internal Stock Credit > Wafer to Cell (Reverse). Choose the branch and item.
2. In Select Credit Transaction choose the wrong conversion; it shows the quantity still reversible.
3. Leave Scrapped empty, so the wafers and raw materials come back. Press Debit, then Yes.

Remember: Cells already sold cannot be reversed. A half-cut conversion gives two cells per wafer, so reversing it returns half as many wafers as cells.



Wafer to Cell Reverse.

Q22 The consumption per cell set in the portal does not match our process.

QUICK ANSWER

The values are set by NISE for each technology, based on industry data received through ISMA. Take up a revision with ISMA; NISE updates the values for everyone.

1. Mono PERC per cell: Ammonia 0.3075 g, Silane 0.0890 g, Front paste 0.044 g, Rear paste 0.019 g, POCl3 0.0040 g, TMAl 0.0047 g (November 2026).

Account, users and menus

10% of tickets

Company type, missing menus and logins.

Q23 Items, BOE or Raw Material Purchase are missing from my menu.

QUICK ANSWER

These menus appear only for a company registered as a cell manufacturer, which needs your listing in ALMM List-II. Only an admin user sees Items.

1. Listed in ALMM List-II but registered with another company type? Raise a ticket with the memorandum to change the type.
2. Make both cells and modules? Ask for the type Both Solar-Cells and Solar-Panels Manufacturer.

Still stuck? Raise a ticket - Category: `Company Profile Updating`
Write: The ALMM List-II memorandum showing your company.

Q24 We are logged out again and again.

QUICK ANSWER

The same login is being used on another computer, or it was not logged out properly. Give every employee a separate login.

1. Always press Logout when you finish; do not just close the browser.
2. Create users in Users > Add User instead of sharing one login.
3. The portal also logs you out after 45 minutes without activity.

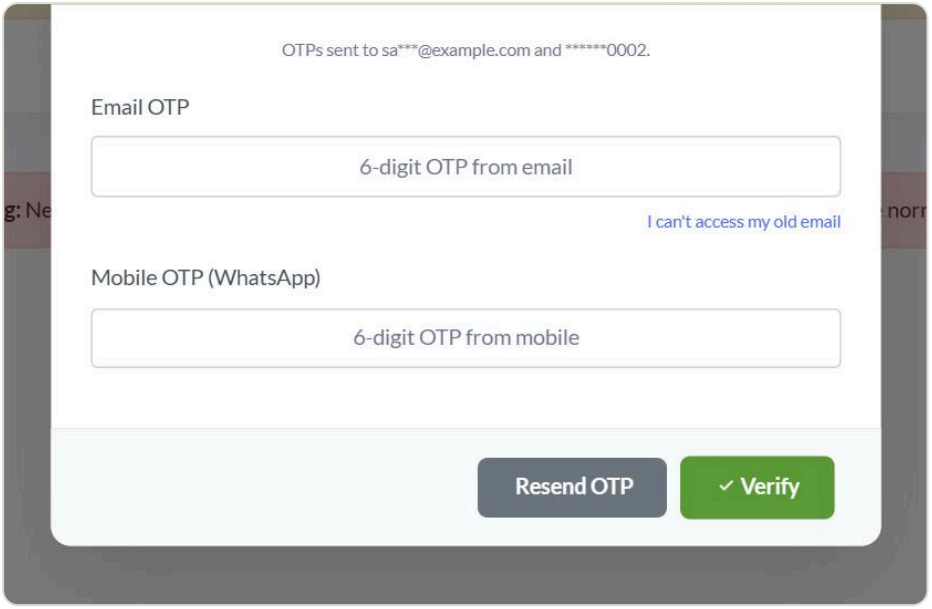
Q25 How do I change the email or mobile of a user?

QUICK ANSWER

Main login: it cannot be changed by anyone, not even the support team; create a new user for the new person. Any other user: Users > pencil icon > Change Email / Mobile, then enter the OTPs sent to the current email and current mobile.

1. The main login is the one made when your company was approved. Its email, mobile and admin rights are locked for good and it cannot be disabled. Give the new person their own login with Users > Add User.
2. For other users press Change Email / Mobile. Type the 6 digit OTP from the current email and the one from WhatsApp on the current mobile, and press Verify.
3. Old email not working? Click I can't access my old email; the OTP then goes only to the mobile.
4. Type the new email and confirm it with its own OTP (Verify), then press Save & Return. A notice goes to the old email and mobile.

Remember: Name, Is Admin and Two Factor can be changed without OTP.



Verify the current email and mobile (no OTP was sent for this picture).

Q26 I cannot add a branch with another GST number.

QUICK ANSWER

A branch must belong to your company's PAN. A GST number of another PAN is another company, which must register on its own.

1. Branch > Add Branch accepts only GST numbers of your PAN.

Which category to choose for a ticket

Problem	Support Category

BOE or raw material pending, rejected or wrong	`Transaction Issue`
Model or item not showing in Wafer to Cell	`Item Type Not Visible`
Cannot create a certificate	`Cannot create DCR Certificate`
Buyer wants to return or cancel a B2B certificate	`Cerificate Return/Cancel B2B`
Change buyer details on a certificate	`Update/Change Customer Information in Certificate`
Company type, name or GST	`Company Profile Updating`
Anything else	`General Query / Others`

Need help? DCR support 7041452290 (Mon-Sat, 9:30 AM - 7:00 PM) | support@dcrverificationportal.com