NISE

नवीन और नवीकरणीय ऊर्जा मंत्रालय
Ministry of New and Renewable Energy

DCR Portal FAQ - answers for every user

DCR Verification Portal | Verify, dashboard, registration, login, certificates, manufacturers and resellers

Pick a topic above or search. Read the quick answer in the green box and follow the steps. Each company question links to its full answer with pictures.

A summary of the Registration guide, Verify DCR, the public Dashboard and the detailed FAQs for cell manufacturers, panel manufacturers and resellers, which were built from the support tickets of the last 3 to 6 months.

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About the portal

6 questions

What DCR is, who uses the portal, and how anyone can verify a certificate or a panel.

Q1 What is DCR, and what does this portal do?

QUICK ANSWER

DCR means Domestic Content Requirement: solar modules used in certain government schemes must be made in India with Indian-made solar cells. The portal tracks every cell and panel from the maker to the end consumer and issues a DCR certificate for each sale.

1. It is run by the National Institute of Solar Energy (NISE) under MNRE, Government of India.
2. Cell makers record wafer purchases and Wafer to Cell; module makers record Cell to Module and panel serial numbers; resellers claim and sell the panels.
3. Each sale gets a 16-digit DCR certificate number (XXXX-XXXX-XXXX-XXXX) that anyone can verify.

Q2 What is ALMM, and how does it relate to DCR?

QUICK ANSWER

ALMM is MNRE's Approved List of Models and Manufacturers. List-I is for modules and List-II for cells. The portal accepts only models enlisted there.

1. A cell maker chooses its ALMM List-II model in every Wafer to Cell entry; the cell's Wp and efficiency must be inside that model's range.
2. A module maker can add only its ALMM List-I module models as items.
3. New or revised models are entered by NISE after MNRE publishes the list. Raise a ticket with the office memorandum if one is missing a few days later.

Q3 Who should register, and which company type do I choose?

QUICK ANSWER

Every company that makes, buys or sells DCR cells or panels registers once per PAN. Choose the type that matches what you do; it decides your menus.

1. Solar-Cells Manufacturer Only: you make cells and are listed in ALMM List-II.
2. Solar-Panels Manufacturer Only: you make modules and are listed in ALMM List-I. Both Solar-Cells and Solar-Panels Manufacturer: you make both.
3. Reseller of Solar-Panels Only: dealers, distributors, vendors and EPC companies that buy panels and issue certificates to the next buyer or the consumer.
4. Government offices and DISCOMs do not need to register to verify a certificate (see the next question).

Remember: One PAN = one company on the portal. Each GST number of that PAN is added as a branch.

Q4 How do I verify a DCR certificate?

QUICK ANSWER

Open Verify DCR in the top menu (no login needed), choose Certificate Number, type the 16-digit number, answer the CAPTCHA and press Verify now. The certificate opens on the page if it is genuine.

1. The number is printed on the certificate as XXXX-XXXX-XXXX-XXXX. Type only the digits; the dashes are added for you.
2. Or scan the QR code on the certificate with a phone camera: it opens the verification page of that certificate.
3. Compare the certificate on screen with the paper copy: seller, buyer or consumer, invoice, quantity and panel serial numbers must be the same.
4. 'DCR Not Found' means the number does not exist on the portal: check it for a typing mistake, otherwise the certificate is not genuine.

Remember: Each internet connection can make 50 certificate checks a day. Refresh the CAPTCHA picture if it is hard to read.

Q5 How do I check whether a solar panel is DCR?

QUICK ANSWER

Open Verify DCR, choose Panel Number, type the serial number from the panel's label or barcode, answer the CAPTCHA and press Verify now.

1. Panel is DCR (green): made with Indian cells. The message shows the manufacturer, the latest buyer or consumer and the last DCR certificate number (partly hidden).
2. Panel is NDCR (red): Non-Domestic Content Requirement. It cannot be used where DCR panels are required.
3. 'Panel Number ... Not Found': check the number character by character (0 and O, 1 and I). If it is right, the manufacturer has not uploaded that panel.
4. Check every panel of an installation, not just one: each panel has its own serial number.

Remember: Each internet connection can make 50 panel checks a day. Registered companies can also use Search Panel on their dashboard to see the full path of a panel.

Q6 How is the DCR portal linked to PM Surya Ghar (PMSG) and PM-KUSUM?

QUICK ANSWER

The installer issues a B2C certificate on the DCR portal against the consumer's application number. When it is submitted on PMSG, the DCR portal marks it Claimed and it can no longer be edited here.

1. Type the application number exactly as on PMSG or PM-KUSUM: no space, no changed letter. Copy it instead of typing it.
2. Only a B2C certificate can be uploaded on PMSG, never the B2B certificate you got from your supplier.
3. To change a claimed certificate, first un-claim it on PMSG: application > Installation step > Delete icon of the DCR certificate.
4. Errors shown by PMSG (repeated serial number, error 400 or 412) are cleared by PMSG customer support on 15555.

Public Dashboard

4 questions

Live national figures of manufacturing, stock and certificates, open to everyone.

Q7 What does the public Dashboard show?

QUICK ANSWER

Live figures of the portal for everyone, without login: click Dashboard in the top menu. Four cards show the number of solar cell manufacturers, solar module manufacturers, the cell and module stock, and the DCR certificates generated.

1. Click View details on a card to open its summary below; Back to overview returns to the map.
2. The India map shows how many companies are registered in each state. Hover a state or bubble for details; click or Ctrl + scroll to zoom.
3. Beside the map: companies by company type and the top states. Below it, the State-wise Summary lists cell makers, module makers and resellers in each state.

Q8 What do the Solar Cell and Solar Module Manufacturer summaries show?

QUICK ANSWER

For the year you select: total MW manufactured and MW sold, a month-by-month chart of each, and MW manufactured by each company.

1. Choose one or more years in Select Year; the figures add up for the years chosen.
2. Manufactured comes from Wafer to Cell (cells) and Cell to Module (modules); Sold comes from the DCR certificates issued.
3. Click a company's bar in the company chart to see the monthly charts of that company only (the heading changes to Data For: company name). Changing the year returns to All Manufacturer.

Q9 What do the Stock Summary and the DCR Summary show?

QUICK ANSWER

Stock Summary: MW of cells and modules in stock with manufacturers and with resellers, and MW sold but not yet claimed by the buyer. DCR Summary: MW on certificates that are still Un-Claimed, B2B and B2C.

1. Filter with Select Company Type (Manufacturer, Reseller) or Select Certificate Type (B2B, B2C).
2. A table below gives the same figures state by state.
3. Un-Claimed B2C means a certificate was issued to a consumer but not yet submitted on PMSG or PM-KUSUM.

Q10 How current are the Dashboard figures, and can I download them?

QUICK ANSWER

The figures are read live from the portal each time the page opens. The State-wise Summary table can be searched and exported to Excel.

1. Use the search box and the Export button above the table.
2. MW is the total Wp of the cells or panels divided by 10,00,000.
3. The Dashboard shows totals only. To check one certificate or panel, use Verify DCR.

Registration

7 questions

Registering your company, OTPs and approval.

Q11 What do I need before I start the registration?

QUICK ANSWER

About 10 minutes, a laptop or desktop, and the company PAN and GST with their scanned documents.

1. Company PAN and a scan of the PAN card; GST number and the GST document. CIN and its document are optional.
2. Each file must be PDF, JPG or PNG and under 2 MB.
3. An email address and a mobile number you can open right now: both get an OTP. The email becomes your username.
4. Open the portal, click Login / Registration, then Register. The full steps are in the Registration guide (video and PDF).

Q12 The Register button does not work on my phone.

QUICK ANSWER

Registration is disabled on mobile phones. Use a laptop or desktop with Chrome or Edge.

1. The form opens in a new tab when you click Register on the Sign in page. Allow pop-ups if nothing opens.

Q13 My PAN or GST number is not accepted.

QUICK ANSWER

Type them by hand: they cannot be pasted. The GST number has 15 characters and characters 3 to 12 must be your PAN.

1. The first 2 digits of the GST number are the state code; choose the matching State.
2. A PAN that is already registered cannot register again. If your company is already on the portal, ask its admin for a user login.

Q14 I did not get the OTP, or it expired.

QUICK ANSWER

OTPs are valid for about 2 minutes. Check Junk / Spam, then use Resend OTP. You get 5 attempts.

1. The email OTP and the mobile OTP are two different codes. Type each in its own box.
2. Check the spelling of the email and the 10-digit mobile number you typed in part 1.

Q15 I submitted the registration. When can I log in?

QUICK ANSWER

After the portal admin approves it. You first get a Pending for Approval email, then a Welcome email with your username and a temporary password.

1. The team checks your PAN, GST and documents. If something is missing they email you.
2. You cannot log in before approval. Look in Junk / Spam for the Welcome email.
3. Lost the Welcome email? Use Forgot password on the Sign in page.

Q16 I chose the wrong company type, or our company name, GST or PAN changed.

QUICK ANSWER

Raise a ticket under Company Profile Updating with the document. A different PAN cannot be edited: it needs a new registration.

1. Name or GST change: attach the new GST certificate and write the new name clearly.
2. Module or cell maker registered as a reseller: attach your ALMM List-I (modules) or List-II (cells) copy. Making both? Ask for Both Solar-Cells and Solar-Panels Manufacturer.
3. After a type change, log out and log in again to see the new menus.

Q17 Can I add a branch with another GST number?

QUICK ANSWER

Only GST numbers of your own PAN. A GST number of another PAN is another company, which registers on its own.

1. Branch > Add Branch. Each branch keeps its own stock.

Login, password and users

6 questions

First login, password rules, locked logins and staff users.

Q18 How do I log in for the first time?

QUICK ANSWER

Type your email, choose your company, type the temporary password from the Welcome email and solve the security sum. Then set your own password.

1. Type the email first; then the company name appears in Your Company.
2. If two-factor login is on, type the 6-digit OTP sent to your mobile and email (valid 2 minutes).
3. The Change Password window opens by itself. Type the temporary password as Current Password and your new one twice.
4. You are signed out. Log in again with the new password.

Q19 What are the password rules?

QUICK ANSWER

At least 12 characters with an upper case letter, a lower case letter, a number and a special character.

1. No sequences like 1234, and not your email, name, PAN or company name.
2. The checklist under the box turns green as each rule is met.
3. Change it any time from Change Password in the left menu.

Q20 I forgot my password, or my login is locked.

QUICK ANSWER

Click Forgot password on the Sign in page, type your registered email and choose your company. A reset link comes by email.

1. 7 wrong passwords in a row lock the login for 10 minutes. Wait, or reset the password.
2. No reset email? Check Junk / Spam and that you typed the registered email.

Q21 It says 'User already logged in', or we are logged out again and again.

QUICK ANSWER

The same login is open on another computer, or it was not logged out properly. Wait the minutes shown, and give every employee a separate login.

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

Q22 How do I add users, or change a user's email or mobile?

QUICK ANSWER

Users > Add User for each employee. The main login cannot be changed by anyone, not even support. Other users: Users > pencil icon > Change Email / Mobile with OTPs.

1. The main login is the one made when your company was approved. Its email, mobile and admin rights are locked. Give a new person their own login instead.
2. For other users, type the OTP from the current email and the one sent on WhatsApp to the current mobile. Old email not working? Click I can't access my old email.
3. Tick Is Admin only for people who may manage users and branches. Switch off users who leave.

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

Q23 Some menus are missing, or how do I change our address or logo?

QUICK ANSWER

Menus depend on the company type and on Is Admin: Items, Branch and Warranty Certificate are shown only to admin users. Address and logo are on the Branch page.

1. Log in with an admin login, or ask your admin to tick Is Admin for you.
2. Address: Branch > pencil icon on the branch > Address > Save. Logo: Branch > the round picture under Company Logo > JPG or PNG up to 4 MB > Save.
3. Cell or module menus missing altogether: the company type is wrong (see the registration questions).

DCR certificates: rules for everyone

7 questions

These rules are the same for cell makers, module makers and resellers.

Q24 What is the difference between a B2B and a B2C certificate?

QUICK ANSWER

B2B goes to another registered company (by PAN), which claims it to get the stock. B2C goes to the end consumer, against the PMSG or PM-KUSUM application number.

1. Issue from DCR > Sell (B2B - Vendor) or Sell (B2C - Consumer).
2. Cell makers issue only B2B. Module makers and resellers issue both.
3. A B2C certificate must have at least 2 panels. An Un-Claimed certificate can be changed from B2B to B2C or back in Edit.

Q25 My supplier issued me a certificate. How do I get the stock?

QUICK ANSWER

Claim it: DCR > Unclaimed, press Credit on the certificate and choose the branch that receives the stock.

1. Before claiming, check the vendor name and invoice: a wrong PAN typed by a vendor can send you someone else's certificate.
2. Not in Unclaimed? Ask the seller to check the PAN on the certificate and edit it to your correct PAN.
3. Claimed certificates are listed in DCR > Claimed; the stock shows in DCR > Internal Stock Credit > Stock Summary.

Q26 Can a certificate be cancelled or deleted?

QUICK ANSWER

Never. While it is Un-Claimed you edit it yourself. Once a company has claimed it, that company returns it; once claimed on PMSG, un-claim it there first.

1. Edit: DCR > Sell > search the certificate > pencil icon. Removed panels or items go back to your stock.
2. Return: the buyer opens DCR > Claimed and presses Return. Panels already sold on by the buyer cannot be returned.
3. Check every detail before pressing Confirm.

Q27 How many times can I edit a certificate?

QUICK ANSWER

Panels or items can be added or removed only 2 times per certificate. Other details (buyer, invoice, consumer) can be changed any time while it is Un-Claimed.

1. Each Confirm that adds or removes panels counts as one edit, however many panels change. Make all changes in one go.
2. A panel removed from a certificate cannot be added back to that same certificate.
3. The red note at the top of the Edit page shows how many edits are left. Support cannot reopen it after the second edit.

Q28 It says 'DCR Already Issued to this Consumer' or 'Invoice Already Registered'.

QUICK ANSWER

One consumer application number can have only one certificate, and one invoice number only one certificate.

1. Search the application number in DCR > Sell (B2C - Consumer) to find the existing certificate, and edit that one.
2. Use your own sales invoice number, not your supplier's. For a second part of the same invoice, add a suffix such as 1234A.
3. Never make one certificate for several consumers: PMSG accepts a certificate for one application only.

Q29 How do I move stock to another branch?

QUICK ANSWER

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

1. Choose the branch the stock leaves and the Transfer Branch it goes to, then the item and the stock entry it comes from.
2. Type the quantity (and panel numbers for panels) and a date not before that entry. Press Transfer, then Yes.
3. To undo it, transfer the stock back the same way.

Q30 Where do I get the warranty certificate?

QUICK ANSWER

It is made automatically with a B2C certificate, and only if the panel manufacturer has confirmed its warranty details. See it in DCR > Warranty Certificate.

1. B2B certificates never carry a warranty; it is for end consumers only, and only for panels.
2. A reseller cannot create it. Missing? Ask the manufacturer to fill and confirm its warranty details.

Solar Cell Manufacturers

10 questions

The questions cell makers ask most. Full answers with pictures are in the Solar Cell Manufacturer FAQ.

Q31 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 Q33 and Solar Cell Manufacturer FAQ 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.

Full answer with pictures: Solar Cell Manufacturer FAQ Q1 →

Q32 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.

Full answer with pictures: Solar Cell Manufacturer FAQ Q2 →

Q33 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 Q34).
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.

Full answer with pictures: Solar Cell Manufacturer FAQ Q3 →

Q34 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.

Full answer with pictures: Solar Cell Manufacturer FAQ Q6 →

Q35 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.

Full answer with pictures: Solar Cell Manufacturer FAQ Q7 →

Q36 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.

Full answer with pictures: Solar Cell Manufacturer FAQ Q10 →

Q37 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.

Full answer with pictures: Solar Cell Manufacturer FAQ Q14 →

Q38 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.

Full answer with pictures: Solar Cell Manufacturer FAQ Q18 →

Q39 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.

Full answer with pictures: Solar Cell Manufacturer FAQ Q19 →

Q40 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.

Full answer with pictures: Solar Cell Manufacturer FAQ Q21 →

Solar Panel (Module) Manufacturers

11 questions

The questions module makers ask most. Full answers with pictures are in the Solar Panel Manufacturer FAQ.

Q41 Please remove one serial number and add another on a B2C certificate.

QUICK ANSWER

If the certificate is claimed on PM Surya Ghar it cannot be edited until it is un-claimed there. After that you edit it yourself; support does not swap numbers.

1. On the PM Surya Ghar portal open the consumer's application, go to the Installation step and press the Delete icon of the DCR certificate.
2. On the DCR portal open DCR > Sell (B2C - Consumer), search the application number and press Edit.
3. Remove the wrong panel, add the right one (it must be in your stock) and save. Then the consumer submits it again on PM Surya Ghar.

Remember: A certificate can be edited at most 2 times. Check the serial numbers before you save.

Still stuck? Raise a ticket - Category: `B2C Claimed Update Panels`
Write: Only if the edit is refused after un-claiming: the certificate number and a screenshot of the error.

Full answer with pictures: Solar Panel Manufacturer FAQ Q1 →

Q42 The buyer has claimed a B2B certificate with a wrong name, GST, invoice number or date.

QUICK ANSWER

A claimed certificate cannot be edited, not even by support. The buyer returns it, then you issue a new one with the right details.

1. Buyer: DCR > Claimed > Return on that certificate.
2. You: the panels are back in your stock as a returned lot. Issue a new B2B certificate; its date must be on or after the return date.

Full answer with pictures: Solar Panel Manufacturer FAQ Q3 →

Q43 We chose the wrong Wp in Cell to Module. The panels are not sold yet.

QUICK ANSWER

Fix it yourself: reverse those panels with Cell to Module (Reverse) and convert again with the right item. No ticket needed.

1. DCR > Internal Stock Credit > Cell to Module (Reverse): branch, date, the conversion, quantity and serial numbers, Debit.
2. The cells go back to the same cell entry and the serial numbers are free again.
3. Cell to Module again with the right module item and the same serial numbers.

Remember: Possible only while the panels are untouched: not on a certificate and not transferred.

Full answer with pictures: Solar Panel Manufacturer FAQ Q7 →

Q44 The Wp is wrong and the certificate is already made. Please correct it.

QUICK ANSWER

Raise a ticket under Wattage (Wp) Updation. NISE changes the item of the whole Cell to Module lot and the certificates that carry it.

1. Create the correct module item first if you do not have it.
2. Attach an Excel of the serial numbers and write the certificate number, the item code used and the correct item code with its Wp.
3. Support shows you the lot and asks you to confirm the change for all its panels.

Remember: Not possible once the panels have moved further down the chain, for example sold on by your buyer or claimed on PM Surya Ghar.

Still stuck? Raise a ticket - Category: `Wattage (Wp) Updation`
Write: Certificate number, Excel of serial numbers, used and correct item code.

Full answer with pictures: Solar Panel Manufacturer FAQ Q8 →

Q45 Cell to Module says WP Validation Failed.

QUICK ANSWER

The cells are too weak for the module. Cell Required times the cell Wp must be at least 97 percent of the module Wp.

1. Example: 72 cells of 7.6 Wp = 547.2 Wp. These cells make modules from 530.78 to 564.12 Wp.
2. The window shows the allowed range for your cells. Choose a module item inside it, or a cell entry with higher Wp cells.
3. Check Cell Required of the item: full cells per module, 72 for a 144 half-cut module.

Full answer with pictures: Solar Panel Manufacturer FAQ Q11 →

Q46 Select Cell Transaction shows nothing, though we have cells.

QUICK ANSWER

Only cell entries of the same technology as the module item, in that branch, dated on or before the posting date and with at least Cell Required cells are listed.

1. Choose the module item first, then the cell entry.
2. Check the technology of the item (TopCon, Mono Perc ...) against your cells in Stock Summary.
3. Check the branch and that the posting date is not before the date the cells came in.
4. Cells bought but not in stock: the cell certificate is still in DCR > Unclaimed; claim it.

Full answer with pictures: Solar Panel Manufacturer FAQ Q12 →

Q47 Our cell quantities moved to another entry by themselves (Cell Adjust).

QUICK ANSWER

After every Cell to Module, a cell entry left with fewer than 1,000 cells is joined to a matching bigger entry of the same branch. Your total does not change.

1. Matching means: same cell technology, efficiency and Wp within 2 percent, and the other entry holds at least 1,000 cells. The biggest such entry is used.
2. You see a Cell Adjust debit on the small entry and a credit on the other; the remark names both entries with efficiency and Wp.
3. The remark may still say less than 72: that is old wording, the rule now is fewer than 1,000.

Remember: It keeps leftover cells usable: an entry with fewer cells than one module needs could never be selected.

Full answer with pictures: Solar Panel Manufacturer FAQ Q14 →

Q48 Cell to Module says Duplicate Number Generation.

QUICK ANSWER

That serial number already exists on the portal, made by you or by another company. A serial number can be used only once.

1. The error table lists every refused number. Check for typing mistakes and extra characters.
2. Use Search Panel on the dashboard to see where the number already is.
3. Spaces and line breaks separate numbers; small letters are changed to capitals.

Full answer with pictures: Solar Panel Manufacturer FAQ Q19 →

Q49 The certificate says Panel is not in your stock, but the panel is ours.

QUICK ANSWER

The panel must be in stock in the chosen branch on the chosen date, and not already on another certificate.

1. Check the branch: Stock Summary > panel icon shows which panels are in which branch.
2. Check the date: not before the manufacturing, claim or return date of the panel.
3. Search Panel shows if it was already sold, and to whom.

Still stuck? Raise a ticket - Category: `Panel Serial Number Not In Stock`
Write: Serial numbers, branch, date and the error screenshot.

Full answer with pictures: Solar Panel Manufacturer FAQ Q20 →

Q50 A reseller says the warranty is missing on its B2C certificate.

QUICK ANSWER

The warranty is made only if the panel manufacturer has confirmed its warranty details with Confirm and Agree. The reseller cannot create it.

1. Admin: open Warranty Certificate, save the values of every cell technology tab, fill the service times and press Confirm and Agree.
2. From then on the warranty certificate is made with every B2C certificate of your panels.

Full answer with pictures: Solar Panel Manufacturer FAQ Q30 →

Q51 How do we make and sell NDCR modules?

QUICK ANSWER

NDCR > Cell Purchase, then Self Credit > Wafer to Cell to give the cells your NDCR cell item, Cell to Module, and Sell B2B or B2C under NDCR.

1. Create Solar Cells NDCR and Solar Panels NDCR items first (Items > Add Item).
2. Cells bought from an Indian maker on an NDCR certificate: claim it in NDCR > Unclaimed instead of Cell Purchase.
3. NDCR and DCR stock never mix.

Full answer with pictures: Solar Panel Manufacturer FAQ Q33 →

Resellers and EPC companies

11 questions

The questions resellers ask most. Full answers with pictures are in the Reseller FAQ.

Q52 I need to add or remove panels, or change the customer details on a certificate. What do I do?

QUICK ANSWER

Look at the Claim Status first. Un-Claimed: edit it yourself in two minutes. Claimed on PMSG: un-claim it on PMSG first (see Q54), then edit.

1. Open DCR > Sell (B2C - Consumer), or Sell (B2B - Vendor), and search the certificate number.
2. If the status is Un-Claimed, press the pencil icon (Edit).
3. To remove panels type their numbers in 'Panel to be removed'. To add panels type them in 'Panel to be added'; they must be in your stock. Change the customer details if needed.
4. Press Confirm, then Yes. Removed panels return to your stock.
5. Status is Claimed? The portal will not let you edit. Follow Q54 first.

Remember: Panels can be added or removed only 2 times for each certificate. Other details can be changed any number of times while it is Un-Claimed.

Still stuck? Raise a ticket - Category: `B2C Claimed Add Panels / B2C Claimed Remove Panel / B2C Claimed Update Consumer Details`
Write: Certificate number, consumer application number, panel numbers to add or remove, and a screenshot.

Full answer with pictures: Reseller FAQ Q1 →

Q53 I typed a wrong consumer application number, name or mobile number.

QUICK ANSWER

If the certificate is Un-Claimed, correct it in Edit. If it is Claimed on PMSG, un-claim it on PMSG first (Q54).

1. DCR > Sell (B2C - Consumer) > search the certificate > Edit.
2. Correct the Consumer Application Number exactly as it is on the PMSG or PM-KUSUM portal and in the feasibility report: no space, no changed letter.
3. The mobile number must be exactly 10 digits. Do not type +91 or spaces.
4. Press Confirm, then Yes.

Remember: One application number can have only one certificate. Copy the number from the PMSG portal instead of typing it.

Still stuck? Raise a ticket - Category: `B2C Claimed Update Consumer Details`
Write: Certificate number, the wrong value and the correct value.

Full answer with pictures: Reseller FAQ Q4 →

Q54 How do I un-claim a certificate on the PMSG portal so that I can edit it?

QUICK ANSWER

A certificate claimed on PMSG can be changed only after it is un-claimed there. Follow these four steps.

1. Open the PMSG portal and search the consumer application where this DCR certificate was claimed.
2. Go to the Installation step of that application.
3. Click the Delete icon next to the DCR certificate. This marks it Un-Claimed.
4. Come back to the DCR portal. The Edit icon now appears on the certificate (DCR > Sell > search the certificate).

Remember: The support team gives these same steps to every reseller. A DCR portal edit is not possible while the certificate is claimed on PMSG.

Full answer with pictures: Reseller FAQ Q5 →

Q55 The customer denied installation, or I made a wrong certificate. Can I cancel or delete it?

QUICK ANSWER

No certificate can be cancelled or deleted. Edit it and remove the panels, so they come back to your stock.

1. Un-Claimed certificate: DCR > Sell > search it > Edit, put the panel numbers in 'Panel to be removed', Confirm.
2. Claimed on PMSG: un-claim it on PMSG first (Q54), then edit as above.
3. You cannot remove every panel. A B2C certificate must keep at least 2 panels. If the whole job is cancelled, edit the consumer details and the panels you still hold, and raise a ticket for the rest.

Still stuck? Raise a ticket - Category: `Cerificate Return/Cancel B2C`
Write: Certificate number, the reason, and the panel numbers you want back.

Full answer with pictures: Reseller FAQ Q6 →

Q56 Item Type is empty, or 'Solar Panels' is not shown.

QUICK ANSWER

Item Type shows only stock that is more than zero in the Branch you chose. Choose the Branch first, then check your stock.

1. Choose the Branch first. Without it the portal says 'Select Branch'.
2. Check your stock: DCR > Internal Stock Credit > Stock Summary. Is there a Solar Panels row with quantity above zero in that branch?
3. Quantity is zero because you have not claimed the certificate your supplier sent: open DCR > Unclaimed and claim it (see the Reseller guide, step 6).
4. The stock may be in another branch: choose that branch, or move the panels with DCR > Internal Stock Credit > Branch Transfer (choose both branches, Item Type Solar Panels, type the serial numbers, which must match the quantity, then Transfer and Yes).
5. All panels may already be sold or returned. Then there is nothing left to sell.

Still stuck? Raise a ticket - Category: `Item Type Not Visible`
Write: A screenshot of Stock Summary and of the Unclaimed list.

Full answer with pictures: Reseller FAQ Q9 →

Q57 It says 'Panel is not in your stock (not claimed or already sold)'.

QUICK ANSWER

The portal checks every panel number against the stock of the chosen branch. Read the reason in the Error window, then fix that one cause.

1. Not claimed yet: look in DCR > Unclaimed. Claim the certificate first. If it is not there, your supplier has not issued the certificate yet: ask the supplier.
2. Already sold: the lines under the message show the path of the panel: who made, sold and claimed it, and which certificate it is on. That tells you where it was used.
3. Wrong branch: the panel is in another branch of yours. Change the Branch and try again, or move the panel with Branch Transfer first.
4. Invoice date too early: the panel reached your stock after your invoice date. Change the invoice date to the day it reached you or later.
5. To recheck any panel: Dashboard > Search Panel > type the number > Search.

Still stuck? Raise a ticket - Category: `Panel Serial Number Not In Stock`
Write: The panel numbers, your branch, and a screenshot of the Error window.

Full answer with pictures: Reseller FAQ Q10 →

Q58 It says 'Invalid serial number (not manufactured or typographical error)'.

QUICK ANSWER

The number does not exist in the portal. Almost always it is a typing mistake or a hidden character.

1. Compare each character with the label on the panel. Watch 0 and O, 1 and I.
2. Type the number by hand instead of pasting it. Pasting can bring a special character or a space.
3. Use one number on each line, with no commas or dashes you added yourself.
4. Still invalid: the manufacturer may not have issued that panel yet. Ask the manufacturer or supplier.

Still stuck? Raise a ticket - Category: `Panel Serial Number Not In Stock`
Write: The number, a photo of the panel label and your supplier name.

Full answer with pictures: Reseller FAQ Q11 →

Q59 The portal shows an error while I press Confirm. What does it mean?

QUICK ANSWER

Each message points to one field. This table tells what to do.

1. 'DCR Already Issued to this Consumer. Existing DCR Ref#...': that application number already has a certificate. Search the number in the B2C list (DCR > Sell (B2C - Consumer) > Search box) to find it, and edit that one.
2. 'Invoice Already Registered': the invoice number was used before. Type a new one.
3. 'Quantity entered: X, but serial numbers entered: Y': make the quantity equal to the count of numbers. Duplicate numbers are listed in the message.
4. 'Panel already added earlier': the number is twice in the list or already added: remove the repeat.
5. 'Panel has been scrapped': the panel is marked scrapped and cannot be sold.
6. Mobile number error: type exactly 10 digits, no spaces and no +91.
7. 'Required Fields Missing': Remarks and the red-marked fields are compulsory.

Full answer with pictures: Reseller FAQ Q13 →

Q60 My DCR certificate still shows Un-Claimed although I used it on PMSG.

QUICK ANSWER

The status changes to Claimed only when the certificate is submitted on the PMSG portal against the correct consumer application number.

1. Open the certificate in DCR > Sell (B2C - Consumer) and copy its Consumer Application Number.
2. On PMSG, open that same application and submit the DCR certificate number in the Installation step.
3. If PMSG accepts it, the DCR portal shows Claimed. If the numbers differ, correct the application number in Edit (Q53) and submit again.

Still stuck? Raise a ticket - Category: `B2C Un-Claimed PMSG`
Write: Certificate number, application number and the PMSG screen.

Full answer with pictures: Reseller FAQ Q14 →

Q61 PMSG shows 'Certificate is created for A and not for B', error 400, 412 or 'Internal Server Error'.

QUICK ANSWER

Nearly always the application number in the certificate is not the one PMSG expects.

1. Compare the Consumer Application Number on the certificate with the number in the feasibility report or the PMSG application. Look for a space, a missing letter or a swapped digit.
2. Un-Claimed: Edit the certificate and correct it (Q53). Claimed: un-claim on PMSG first (Q54).
3. Check the consumer mobile number is 10 digits. A 9-digit number has caused 'Internal Server Error'.
4. Submit again on PMSG.

Still stuck? Raise a ticket - Category: `B2C National Portal Error 412`
Write: The exact PMSG message with a screenshot, and the application number you searched.

Full answer with pictures: Reseller FAQ Q15 →

Q62 PMSG says 'repeated serial number', 'duplicate serial number' or 'Panel already exists'.

QUICK ANSWER

This check is done by PMSG, not by the DCR portal. The DCR portal does not hold PMSG's repeated-number data, so only PMSG can clear it.

1. Call PMSG customer support on 15555 and give the application number and the repeated panel number.
2. Inside the DCR portal a panel that was already used on another certificate cannot be sold again, so a number accepted here was not used twice in DCR.
3. If PMSG tells you the number really is wrong, correct it with Edit (Un-Claimed) or after un-claiming (Q54).

Still stuck? Raise a ticket - Category: `B2C Claimed PMSG Repeated Number`
Write: Only if PMSG says the number is wrong: certificate number, panel number, PMSG message.

Full answer with pictures: Reseller FAQ Q16 →

Getting help

2 questions

Support tickets, phone, email and the user guides.

Q63 How do I raise a support ticket that gets solved quickly?

QUICK ANSWER

Support Center > Submit a Support Ticket. Choose the matching category and write all the details in the first message.

1. Write what you want done, the certificate number, the application number, the panel or BOE numbers and the exact error text.
2. Attach a screenshot of the error, and of the PMSG screen for a PMSG problem.
3. Answer the team's reply. Tickets left without your answer are closed.
4. In a hurry? Call 7041452290 (Monday to Saturday, 9:30 AM - 7:00 PM) or email support@dcrverificationportal.com.

Q64 Where are the user guides and videos?

QUICK ANSWER

On the portal home page, Users Manual section, and after login in the Users Manual menu. Each guide comes as a video, a PDF and a step-by-step web page, in English and Hindi.

1. Registration and First Login guide: for every new company.
2. Solar Cell Manufacturer, Solar Panel Manufacturer and Reseller guides, each with its own detailed FAQ (links in the sections above).

Need help? DCR support 7041452290 (Mon-Sat, 9:30 AM - 7:00 PM) | support@dcrverificationportal.com | PMSG customer support 15555