NISE
नवीन और नवीकरणीय ऊर्जा मंत्रालय
Ministry of New and Renewable Energy

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

DCR Verification Portal | For Solar-Panels (module) 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 module manufacturers raised in the last 180 days (about 410 about module work). Sections are in the order they were asked most.



Editing, returning and cancelling certificates 33% · Wrong Wp (wattage) on panels 22% · Cell to Module 16% · Panel serial numbers and stock 8% · Company, users and Module Production Data 8% · Warranty certificate 4% · NDCR (non-DCR) modules 4%

Questions

Editing, returning and cancelling certificates

Q1 Please remove one serial number and add another on a B2C certificate.

Q2 Please cancel or delete a certificate made by mistake.

Q3 The buyer has claimed a B2B certificate with a wrong name, GST, invoice number or date.

Q4 How do I edit an Un-Claimed certificate?

Q5 Panels returned by my buyer do not show in my stock.

Q6 The address on the certificate is wrong.

Wrong Wp (wattage) on panels

Q7 We chose the wrong Wp in Cell to Module. The panels are not sold yet.

Q8 The Wp is wrong and the certificate is already made. Please correct it.

Q9 Only some panels of the lot have the wrong Wp. Can you change just those?

Q10 Please change the Wp from lower to higher, for example 550 to 555 Wp.

Cell to Module

Q11 Cell to Module says WP Validation Failed.

Q12 Select Cell Transaction shows nothing, though we have cells.

Q13 It says Cell to Module conversion is currently in progress.

Q14 Our cell quantities moved to another entry by themselves (Cell Adjust).

Q15 Please merge our small leftover cell lots into one.

Q16 We cannot create an item with 78 (or 64, 66 ...) cells.

Q17 We chose the wrong manufacturing date.

Q18 Cell to Module (Reverse) does not show the conversion or the panels.

Panel serial numbers and stock

Q19 Cell to Module says Duplicate Number Generation.

Q20 The certificate says Panel is not in your stock, but the panel is ours.

Q21 It says the panel is already added.

Q22 We typed a wrong serial number in Cell to Module.

Q23 PM Surya Ghar says the serial number is a duplicate or repeated.

Company, users and Module Production Data

Q24 We are a module manufacturer but registered as a reseller.

Q25 Items, Warranty Certificate or Branch are missing from my menu.

Q26 What must we fill in Module Production Data?

Q27 We are logged out again and again.

Q28 How do we change the email or mobile of the main contact?

Warranty certificate

Q29 Why is no warranty certificate printed with our DCR certificate?

Q30 A reseller says the warranty is missing on its B2C certificate.

Q31 A Warranty Certificate Required message appears after every login.

Q32 Please change our warranty years, or switch the warranty certificate off.

NDCR (non-DCR) modules

Q33 How do we make and sell NDCR modules?

Q34 We typed a wrong quantity in an NDCR cell purchase.

Q35 Our NDCR cell purchase shows 0 kW.

Editing, returning and cancelling certificates

33% of tickets

Wrong serial numbers on a claimed B2C certificate are the most common ticket of all.

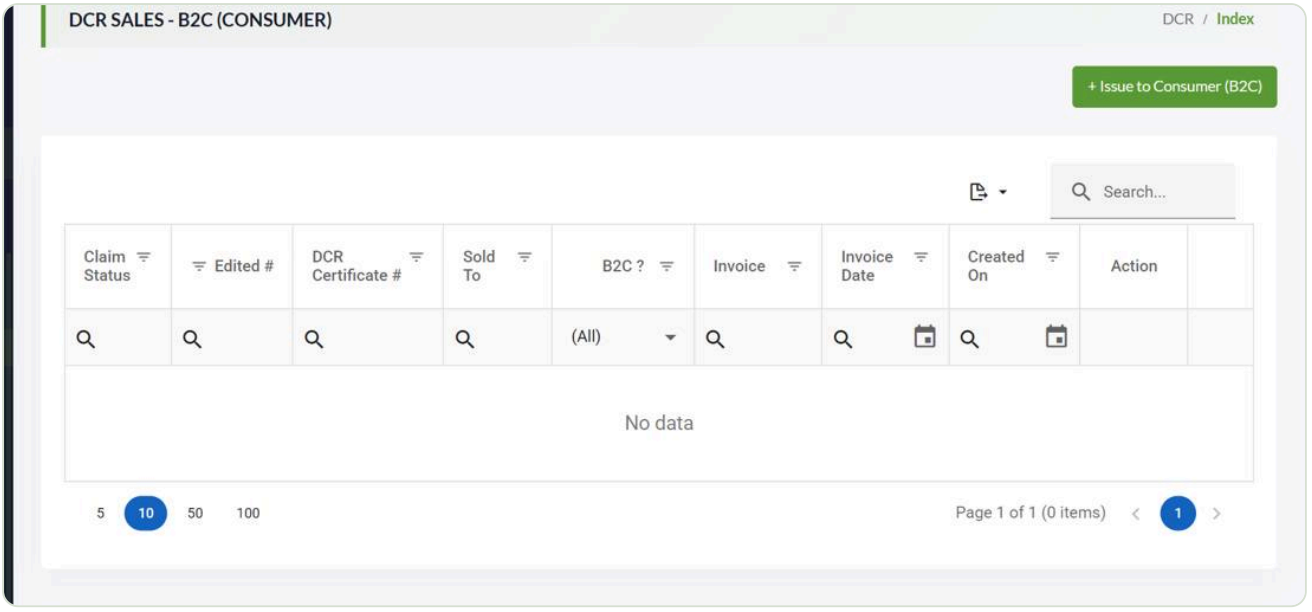
Q1 Please remove one serial number and add another on a B2C certificate.

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.



Search the application number in the B2C list.

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.

Q2 Please cancel or delete a certificate made by mistake.

QUICK ANSWER

A certificate is never cancelled or deleted. While it is Un-Claimed you edit it yourself; once claimed only the buyer can return it.

1. Un-Claimed: DCR > Sell, search the certificate, press Edit and correct the buyer, invoice or panels.
2. Claimed by a company: ask the buyer to press Return in their DCR > Claimed list. The panels come back to your stock and you can issue a new certificate.
3. A buyer who no longer wants the goods but cannot return them: upload the buyer's letter in a ticket; nothing is reversed without the buyer's confirmation.

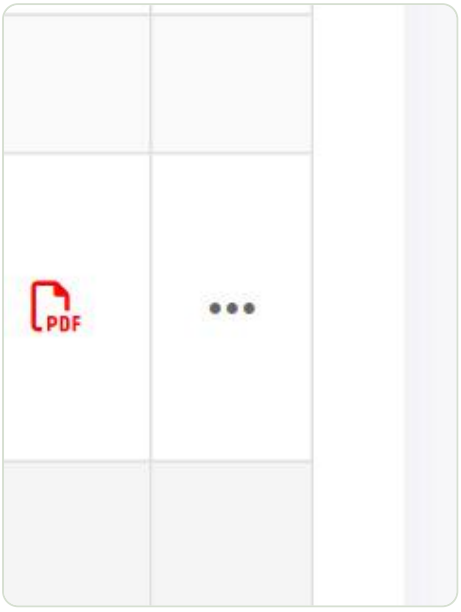
Still stuck? Raise a ticket - Category: `Cerificate Return/Cancel B2B`
Write: Certificate number and the buyer's letter.

Q3 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.



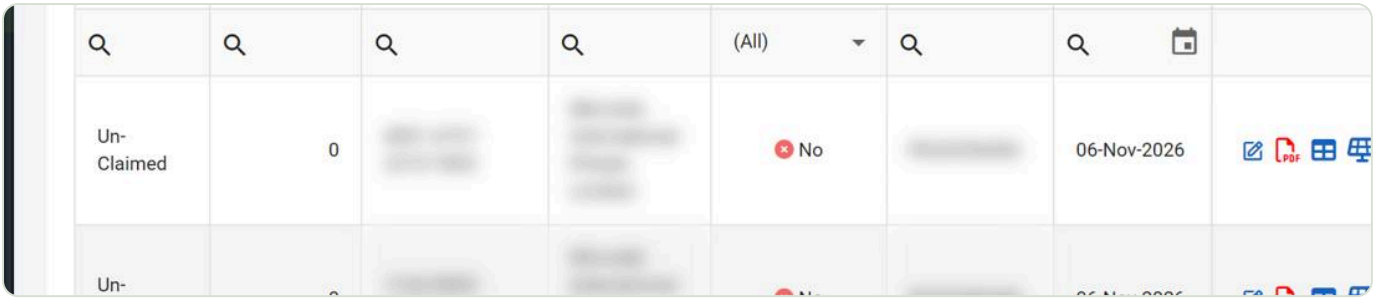
The buyer's Claimed list has the Return icon.

Q4 How do I edit an Un-Claimed certificate?

QUICK ANSWER

DCR > Sell (B2B or B2C), search the certificate and press the Edit icon. Allowed at most 2 times per certificate.

1. You can change the buyer, address, invoice and the panels.
2. After the second edit the Edit icon is gone; support cannot open it again.



Claim Status and the Edit icon.

Q5 Panels returned by my buyer do not show in my stock.

QUICK ANSWER

Returned panels go back to the company that issued that certificate, on the date of the return. Use a date on or after the return.

1. Check who issued the certificate that was returned. If the panels were sold on by a reseller, they went back to that reseller.
2. In your new certificate choose a date after the return; an earlier date says the panel is not in stock.

Q6 The address on the certificate is wrong.

QUICK ANSWER

Buyer address: it is the buyer's branch picked by PAN or GST; choose the right branch of the buyer. Your own address: Branch > pencil icon.

1. Un-Claimed: edit the certificate and select the right buyer branch by its GST number.
2. The buyer has no branch at that address? The buyer adds it in their own Branch list first.
3. A new company name or GST of your own company needs a ticket with the GST certificate.

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

Wrong Wp (wattage) on panels

22% of tickets

A wrong module item chosen in Cell to Module is the second most common ticket.

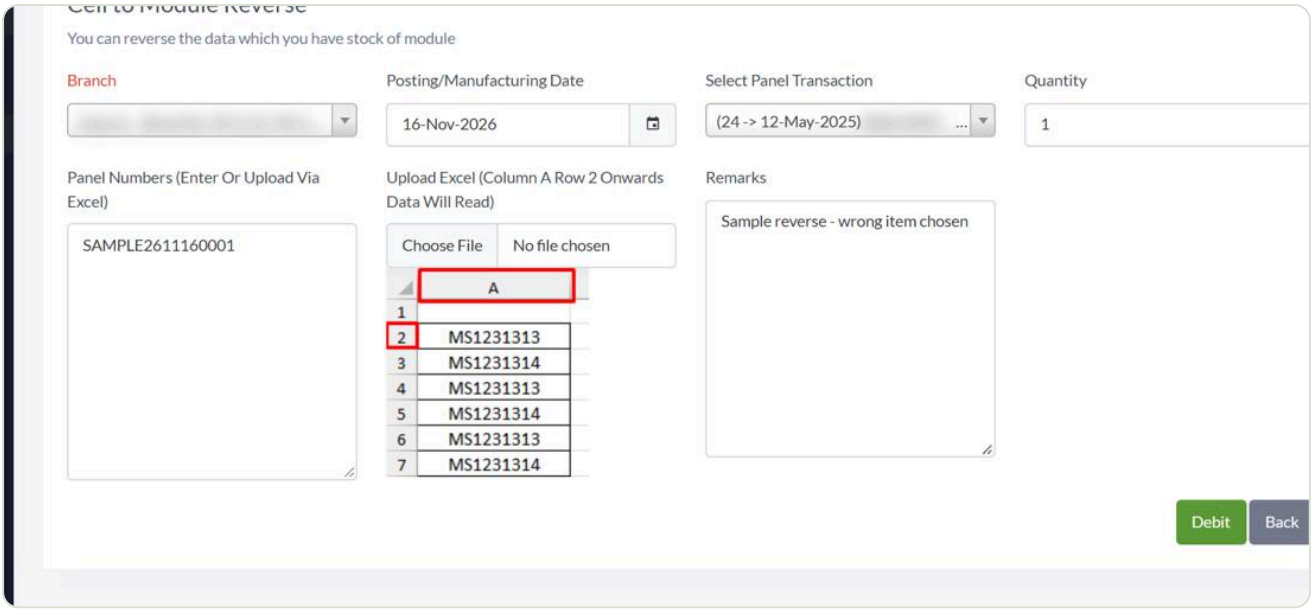
Q7 We chose the wrong Wp in Cell to Module. The panels are not sold yet.

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.



Cell to Module Reverse.

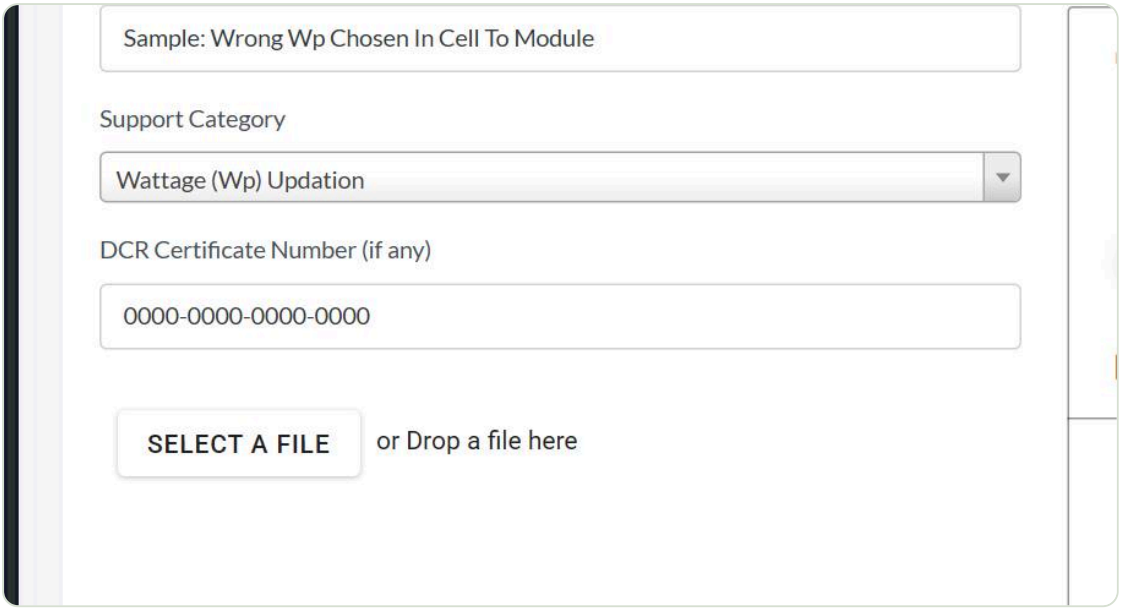
Q8 The Wp is wrong and the certificate is already made. Please correct it.

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.



Category Wattage (Wp) Updation and the attachment.

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

Q9 Only some panels of the lot have the wrong Wp. Can you change just those?

QUICK ANSWER

No. The Wp is changed for the whole Cell to Module lot, never for a part of it.

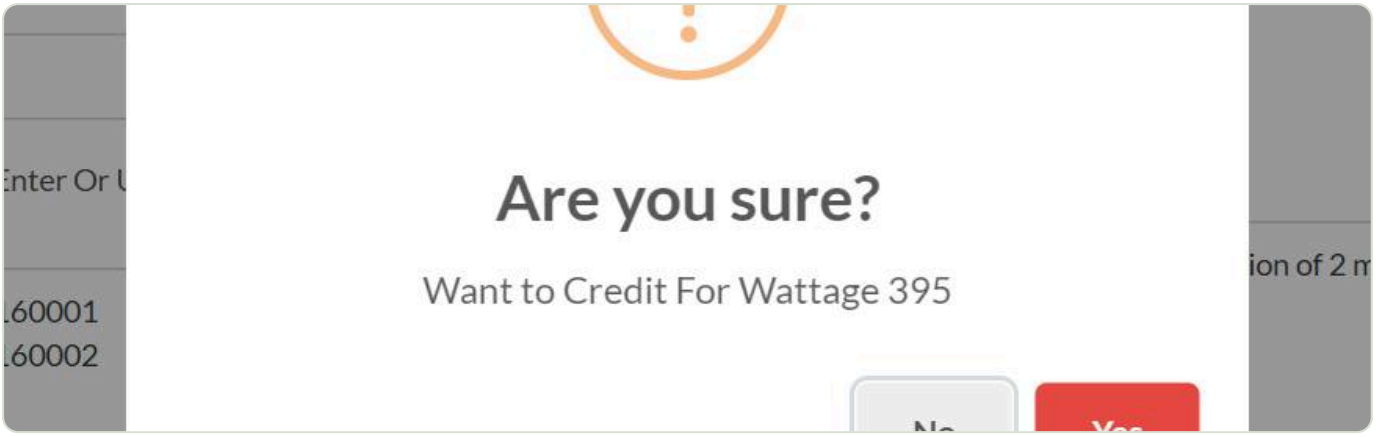
1. Panels of that lot still in stock: reverse only those and convert them again with the right item.
2. Make each Cell to Module entry for one Wp only, so a mistake affects only that lot.

Q10 Please change the Wp from lower to higher, for example 550 to 555 Wp.

QUICK ANSWER

Support corrects the Wp only from higher to lower. A higher Wp is refused: the cells used must give at least 97 percent of the new Wp.

1. If the panels are still in stock, reverse and convert again with the higher item; the Wp check decides if the cells allow it.
2. Always check the wattage in the confirm window before pressing Yes.



The confirm window shows the wattage.

Cell to Module

16% of tickets

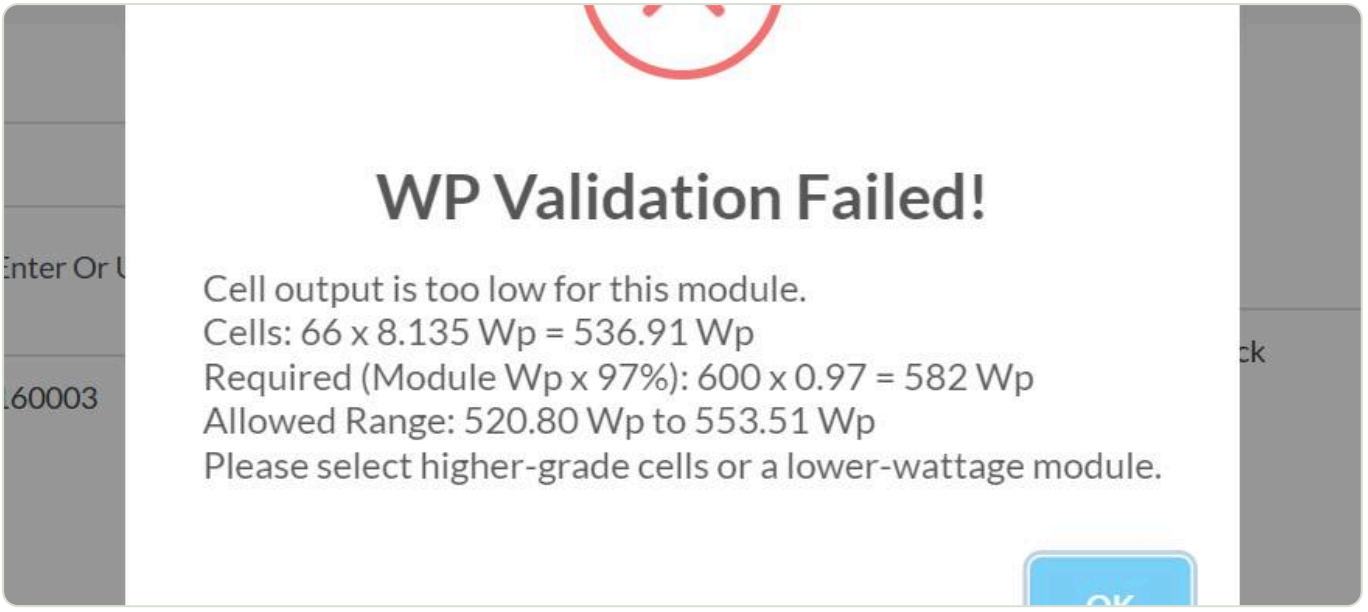
The Wp check, missing cell entries and the automatic Cell Adjust.

Q11 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.



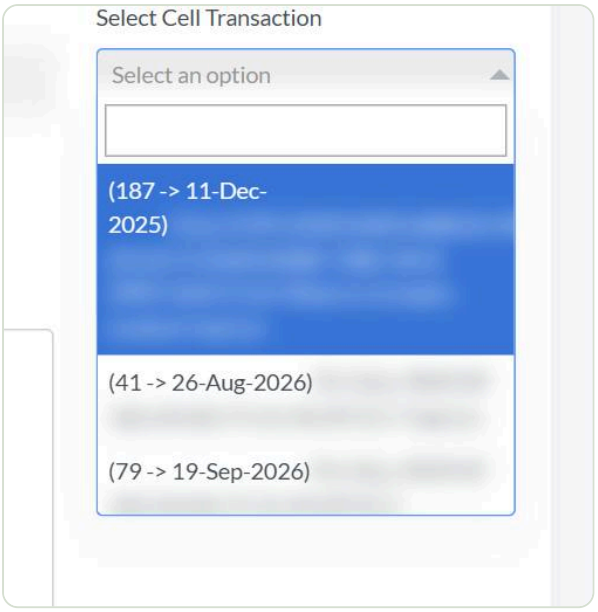
66 cells of 8.135 Wp cannot make a 600 Wp module.

Q12 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.



Cell entries: modules possible and date.

Q13 It says Cell to Module conversion is currently in progress.

QUICK ANSWER

Only one Cell to Module can run at a time in a company. Another user is converting; wait until it finishes and try again.

1. Agree inside your team who converts when, especially for large lots.
2. Do not refresh or close the page while a conversion is saving.

Q14 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.

Q15 Please merge our small leftover cell lots into one.

QUICK ANSWER

Support does not merge lots by hand. The portal joins entries under 1,000 cells automatically after the next Cell to Module, if a matching entry exists.

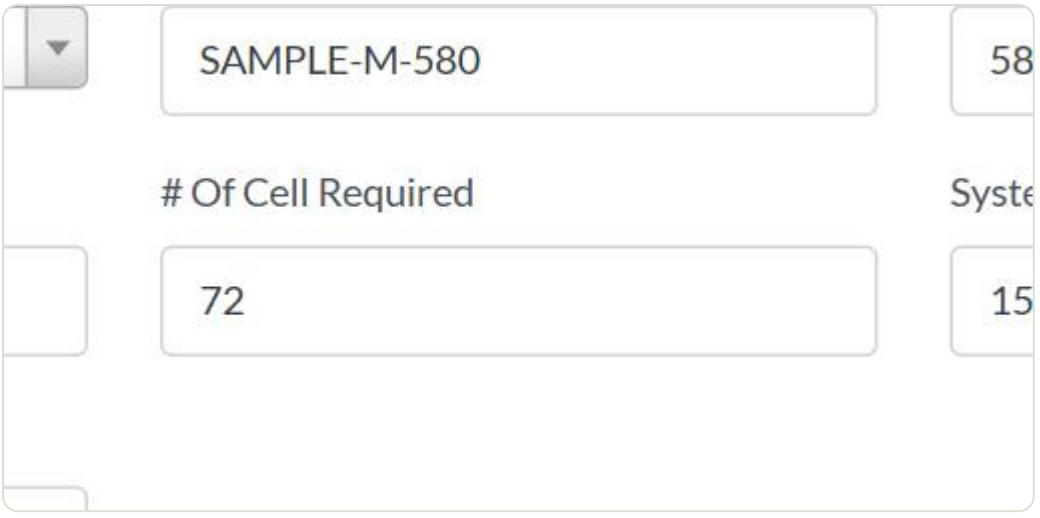
1. Entries of another technology, or with efficiency or Wp more than 2 percent apart, are never joined.
2. No matching entry yet? The small balance stays and joins after a later conversion, or is sold as cells.

Q16 We cannot create an item with 78 (or 64, 66 ...) cells.

QUICK ANSWER

Type the number in Number of Cell Required: the full cells in one module. A 156 half-cut module is 78, a 132 half-cut module is 66.

1. Items > Add Item > Item Type Solar Panels, then type the number; it cannot be 0.
2. The module must be one of your ALMM-listed models.
3. An item already used in a transaction cannot be changed; create a new item.



Number of Cell Required.

Q17 We chose the wrong manufacturing date.

QUICK ANSWER

While the panels are untouched: reverse them and convert again with the right date. Support changes dates only as a rare one-time exception.

1. The date cannot be in the future, and cannot be before the cells came into your stock.

Q18 Cell to Module (Reverse) does not show the conversion or the panels.

QUICK ANSWER

Panels can be reversed only while untouched in the branch where they were made. Once on a certificate, transferred or returned, they are locked.

1. On an Un-Claimed certificate: edit the certificate to correct it.
2. Returned panels: they are a returned lot; sell them again or use Scrapped Panel for damaged ones. They cannot become cells again.
3. Choose the branch and a date on or after the conversion date.

Panel serial numbers and stock

8% of tickets

Duplicates, panels not in stock and wrong numbers.

Q19 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.

Q20 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.

Q21 It says the panel is already added.

QUICK ANSWER

The same number is already in this certificate, typed twice or added before.

1. Look at the table of added panels and remove the repeat.

Q22 We typed a wrong serial number in Cell to Module.

QUICK ANSWER

While the panel is untouched, reverse it and convert again with the right number. Serial numbers are not edited by support.

1. On an Un-Claimed certificate: edit the certificate to take it out first.
2. Already claimed by a buyer: the buyer returns the certificate first. Returned panels cannot be reversed; they can be sold again.

Q23 PM Surya Ghar says the serial number is a duplicate or repeated.

QUICK ANSWER

The DCR portal does not hold PM Surya Ghar's list of repeated numbers. Contact PM Surya Ghar customer support.

1. On the DCR portal a serial number can exist only once; check it with Search Panel.

Company, users and Module Production Data

8% of tickets

Company type, missing menus, logins and the production report.

Q24 We are a module manufacturer but registered as a reseller.

QUICK ANSWER

The company type is changed once your company is listed in ALMM List-I. Raise a ticket with the ALMM copy.

1. Not listed yet: get BIS and ALMM listing first.
2. Make cells too and listed in ALMM List-II? Ask for Both Solar-Cells and Solar-Panels Manufacturer.

Still stuck? Raise a ticket - Category: `Company Profile Updating`
Write: The ALMM list page with your company.

Q25 Items, Warranty Certificate or Branch are missing from my menu.

QUICK ANSWER

These menus are shown only to admin users. Log in with an admin login, or ask your admin to tick Is Admin for you.

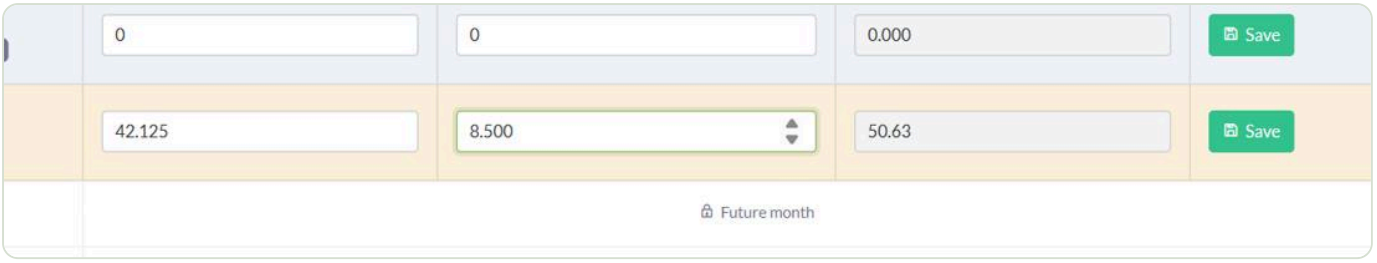
1. Cell to Module missing too? Your company type is not a module manufacturer (Q24). Log out and in again after a type change.

Q26 What must we fill in Module Production Data?

QUICK ANSWER

For every ALMM registration in the list, Co-ALMM ones too: the capacity date by date since 1 April 2023, this year's production month by month and earlier years as a full-year figure.

1. Module production only, DCR and non-DCR, in MWp up to 3 decimals; not cells, sales or stock.
2. Save keeps a draft; Confirm locks for good.
3. A registration missing, or a wrong figure confirmed: raise a ticket with the BIS number, year, month and proof.



Monthly entry: DCR and non-DCR MWp, then Save.

Still stuck? Raise a ticket - Category: `Module Production Data`
Write: BIS number, financial year, month and the production log.

Q27 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.
2. The portal also logs you out after 45 minutes without activity.

Q28 How do we change the email or mobile of the main contact?

QUICK ANSWER

The main login can never be changed, not even by support. Create a new user for the new person. Other users: Users > pencil > Change Email / Mobile with OTPs.

1. Users > Add User, verify the new email with its OTP, tick Is Admin if needed.



The main login is locked.

Warranty certificate

4% of tickets

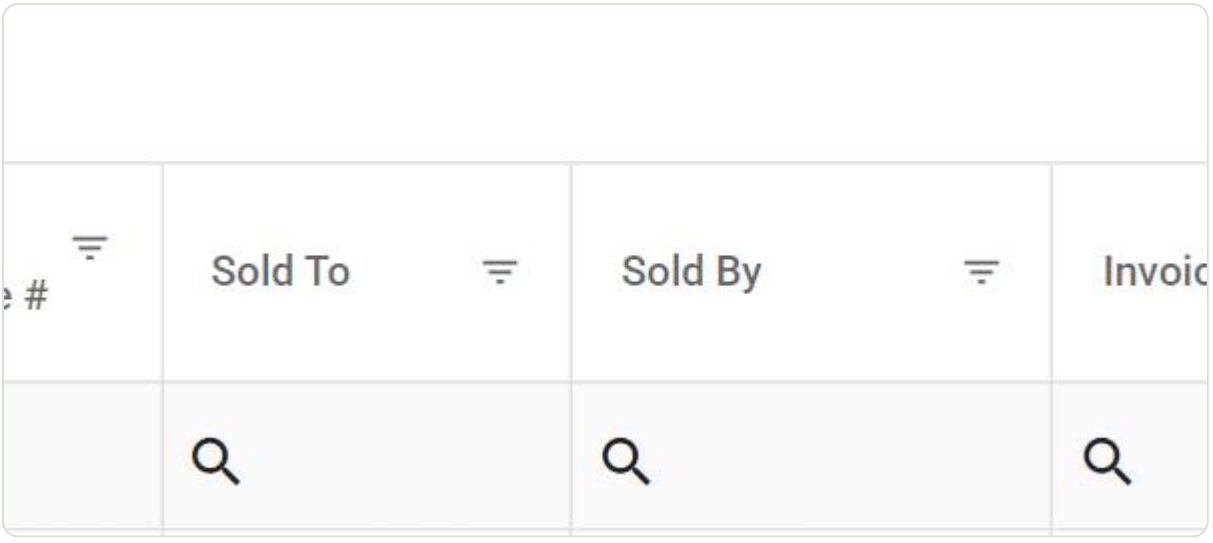
When it is made and why a DCR certificate has none.

Q29 Why is no warranty certificate printed with our DCR certificate?

QUICK ANSWER

Warranty certificates are only for end consumers, so they are made only with a B2C certificate, never with a B2B one.

1. Your B2B buyer, or a reseller after it, issues the B2C certificate; the warranty certificate is made then, in your name as manufacturer.
2. You see all of them in DCR > Warranty Certificate.
3. Only panels get one, not cells.



Sold By and Sold To in the Warranty Certificate list.

Q30 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.

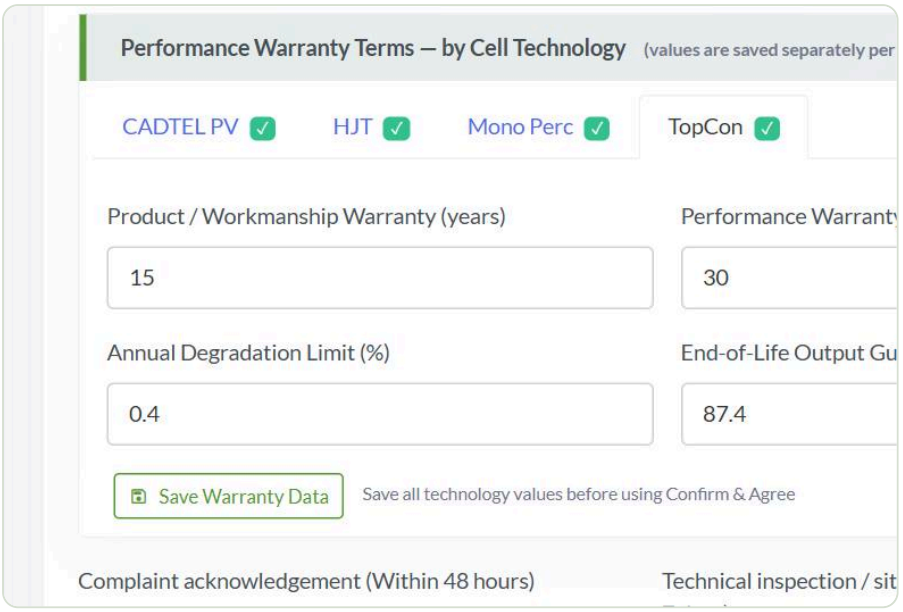
1. Admin: open Warranty Certificate, save the values of every cell technology tab, fill the service times and press Confirm and Agree.
2. From then on the warranty certificate is made with every B2C certificate of your panels.

Q31 A Warranty Certificate Required message appears after every login.

QUICK ANSWER

Your warranty details are not confirmed yet. Only the admin can fill them; a user who is not admin is told to log in with the admin account.

1. Save Warranty Data on every technology tab before Confirm and Agree; an unsaved tab blocks it.



Technology tabs and Save Warranty Data.

Q32 Please change our warranty years, or switch the warranty certificate off.

QUICK ANSWER

Once confirmed it cannot be switched off. Changes to the confirmed values are made by support on a ticket.

1. Write exactly which values change, for which cell technology.
2. Minimums: product warranty 10 years, performance warranty 25 years.

Still stuck? Raise a ticket - Category: `Warranty Certificate`
Write: The values to change and the cell technology.

NDCR (non-DCR) modules

4% of tickets

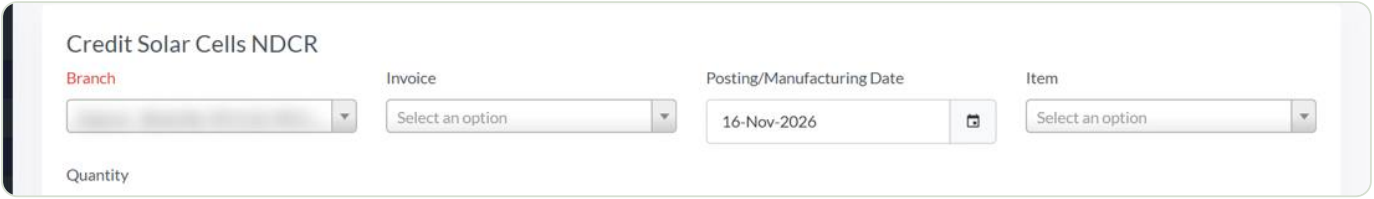
Purchases, cell items and selling outside DCR.

Q33 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.



Purchased cells to an NDCR cell item.

Q34 We typed a wrong quantity in an NDCR cell purchase.

QUICK ANSWER

Raise a ticket with the invoice; support corrects the quantity if the cells are not used yet.

1. Check the zeros before saving; NDCR purchases are available at once, without approval.

Still stuck? Raise a ticket - Category: `Transaction Issue`
Write: Invoice number, wrong and correct quantity, the invoice.

Q35 Our NDCR cell purchase shows 0 kW.

QUICK ANSWER

A purchase has no Wp yet. It shows in kW after Wafer to Cell gives the cells an NDCR cell item.

1. NDCR > Self Credit > Wafer to Cell: branch, purchase invoice, date, NDCR cell item and quantity.

Which category to choose for a ticket

Problem	Support Category
Add or remove panels on a claimed B2C certificate	`B2C Claimed Update Panels`
Wrong Wp after the certificate	`Wattage (Wp) Updation`
Buyer wants to return or cancel a B2B certificate	`Cerificate Return/Cancel B2B`
Panel not in stock	`Panel Serial Number Not In Stock`
Cannot create a certificate	`Cannot create DCR Certificate`
Warranty certificate details	`Warranty Certificate`
Capacity or production figures	`Module Production Data`
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