

## **Frequently Asked Questions (FAQs)**

### **A. Registration on Self Assessment Portal:**

**1. 'I'm not able to fill in the Center Code.' What should I do?**

**Ans.** - The Centre Code will be automatically fetched through the database once the registration is completed. There is no need to fill in this detail.

**2. What should I fill in the 'Quantity of grains expected to be procured (in MT)'?**

**Ans.:** The quantity expected/ determined to be procured at your procurement center/mandi for the current season.

**3. What should I fill in the 'Storage Quantity (in MT)'?**

**Ans.:** Please provide the total grain storage capacity at your procurement center/mandi.

**4. What is SPOC/Nodal Person?**

**Ans.** - A single point of contact (SPoC) or Nodal Person refers to a person appointed to handle the procurement operations at the procurement center/mandi.

**5. If Multiple agencies might be procuring at a procurement center, who will be the Nodal Person/SPoC?**

**Ans.** - In this case, the State Nodal Officer will determine and appoint the Nodal Person/SPoC for a procurement center.

**6. Whose mobile number and email ID should be entered for registration?**

**Ans.** - Kindly enter the mobile number and email ID of the designated procurement center's SPOC/Nodal person for registration on the portal.

**7. What should I do if I haven't received the OTP for mobile number validation?**

**Ans.** - Please wait for a while, and if you still haven't received the OTP in 5 minutes, please click on the resend OTP. You can also restart the mobile phone to receive new SMS.

**8. What should I fill in the 'Designation' tab?**

**Ans.** - Please inform in what role or capacity the SPOC/Nodal person is associated with the procurement center, e.g. manager, administrator, data entry operator, etc.

**9. How do I change the procurement center's SPOC/Nodal person's Email and Phone number?**

**Ans.** - You cannot change the Nodal/SPOC person's details once registered. Please ensure that you are filling in the details correctly before clicking on 'Register' on the registration page.

**10. What to do if the Nodal Person/SPoC needs to be changed during the ongoing procurement season?**

**Ans.** - Please contact us at [pcsap.support@qcin.org](mailto:pcsap.support@qcin.org) for raising the grievance for the resolution. Please include your center code or Login ID in all communications.

**11. What to do if I'm not able to find the name of my district/procurement center?**

**Ans.** – A search bar is provided on the list; you can search the name of your district/procurement centre. If you still can't find the details, please contact us at [pcsap.support@qcin.org](mailto:pcsap.support@qcin.org)

**12. 'My procurement center is temporary; what should I select in the Type of Procurement Center?'**

**Ans.** - Please select the type of your procurement center relevant to your temporary setup otherwise select 'Other' from the drop-down list and type 'Temporary' in the text box provided.

**13. What does it mean when it shows that the PC is already registered?**

**Ans.** - The procurement center is already registered and has filled in the required data on the portal. Please use the login ID and password provided on the email to log in. If you haven't registered, please contact us at [pcsap.support@qcin.org](mailto:pcsap.support@qcin.org).

**14. How to fill latitude & longitude?**

**Ans.** - A pop-up will appear to allow location access. Click on the 'Allow' button to fetch your latitude and longitude automatically of your current location.

If unable to do so, open Google Maps on your device. Right-click the place or area on the map. This will open a pop-up window. You can find your latitude and longitude in decimal format at the top. Kindly ensure you are at the procurement center while fetching these details.

**15. What photo must be uploaded in the 'Interior photo of procurement center'?**

**Ans.** – Please upload a wide-angle photo capturing as much of the possible area inside the main gate and boundary of the procurement center. Ensure the place is well-lit and there are no shakes.

**16. What photo must be uploaded in 'Exterior photo of procurement center'?**

**Ans.** - Please capture a wide-angle photo outside the compound clearly showing its main gate and display board showing the procurement center's details. Ensure the place is well-lit and there are no shakes.

## **B. Re-registration Feature for PC In-charge**

### **1. How can a PC re-register on the PCSAP portal?**

**Ans.** – Follow these steps to re-register:

1. Visit the PCSAP portal.
2. Click on the "Register/Re-register Here" button on the login page.
3. Provide the required verification details.
4. Complete the re-registration process by setting up a new email ID and mobile number.

### **2. What should I do if I have lost my previous login credentials?**

**Ans.** – If you have lost access to your previous email ID or forgotten your password, use the "Register/Re-register" feature on the PCSAP portal. Your credentials will be re-sent to your updated email ID.

### **3. What details can be updated during re-registration?**

**Ans.** – You can update details such as:

- Procurement center Information
- SPOC (Single Point of Contact) or nodal person details
- Email ID and mobile number

### **4. Can I revert to my previous details after re-registration?**

**Ans.** – No, once re-registration is completed, the previous details will be permanently replaced with the updated information.

### **5. Who can use the re-registration feature?**

**Ans.** – The re-registration feature is available for all the PCs who are unable to log in due to:

- Loss of login credentials (email ID or password)
- Inaccessibility of the previously registered email ID or mobile number.

### **6. How will I know if my re-registration is successful?**

**Ans.** – Upon successful re-registration, you will receive a confirmation email with your updated credentials. Check your inbox as well as spam/junk folders for this email.

### **7. What should I do if I encounter technical issues during re-registration?**

**Ans.** – For any technical issues, contact the PCSAP support team via email at [pcsap.support@qcin.org](mailto:pcsap.support@qcin.org).

## C. Login Page

### 17. From where do I get my Login ID and password?

**Ans.** – Login ID and password will be received on the email ID filled in during the registration on the 'registration page'.

### 18. What to do if I forget my password?

**Ans.** – Click '**Forgot Password**' & enter your registered E-mail ID or login ID. You'll get an email on your registered email with your renewed credentials.

### 19. What if the State Nodal Officer forgets their password?

**Ans.** - Please contact us at [pcsap.support@qcin.org](mailto:pcsap.support@qcin.org) to reset the password.

### 20. Is PCSAP a public forum?

**Ans.** - No, PCSAP is for internal activity, and the portal is meant to be accessed only by the appointed Nodal Person/SPoC.

## D. Questionnaire Page

### 21. How can I access a detailed guide for uploading the correct evidence corresponding to each question of the self-assessment process?

**Ans.** - Select the user manual in the portal's upper-left corner for a comprehensive guide on the self-assessment process.

### 22. How do I change the password?

**Ans.** – On the top right corner of the dashboard page, click on your procurement center name. In the dropdown, you'll get the '**Change Password**' option; click on it, then enter your old password & new password (you want to create). After entering all details, click on submit.

### 23. In which languages can I see the portal?

**Ans.** – You can see the portal in **Hindi & English**.

### 24. In which languages can I see questions?

**Ans.** – You can answer the questions in 6 languages – **Hindi, English, Punjabi, Tamil, Telugu, and Odia**. Please select the language on the upper right side of the questionnaire page. Please refer to the user manual for a detailed guide.

**25. How do I change the language of the question?**

**Ans.** – A language box is above the question on the portal's right side. You can select your preferred language from that language box.

**26. Can I select more than one answer for a question?**

**Ans.** - You can multiple answers in questions where it is mentioned to select multiple options to answer the question. You can select multiple choices in **Q. 1, 6, 10, 15**.

**27. What details are to be filled in the remarks of the questions?**

**Ans.** - If you wish to provide additional details for the submitted evidence, kindly include them in the remarks section.

**28. What is mandatory evidence?**

**Ans.** - Each question requires proof of the corresponding facility to be submitted for verification. These are the evidence that must be uploaded.

**29. What kind of image needs to be uploaded as evidence on the portal?**

**Ans.** - The image is evidence of the infrastructure or services present at the procurement center. Please take a good quality picture, without shakes and under good lighting. The image is required to be in jpeg/jpg/png format. Most cameras click the pictures in this format.

**30. How much evidence needs to be uploaded for each question?**

**Ans.** - You must upload one mandatory piece of evidence for each selected option. If multiple options are selected, please upload the corresponding number of evidence.

**31. What kind of pictures shall I upload as evidence in questions?**

**Ans.** - Check the 'User Manual' to understand what kind of picture needs to be uploaded for different questions on the portal.

**32. What kind of image formats are permitted for upload?**

**Ans.** - Only JPG/JPEG/PNG formats are supported for upload as evidence on the portal.

**33. What do we mean by 'Waiting Room'?**

**Ans.** - Waiting Room refers to a designated structure designated exclusively for farmers to stand/sit/rest while they are present at the procurement center.

**34. How can I check the upload and download speed of my internet?**

**Ans.** - Open the browser on your computer and search for internet speed tests. Visit one of the speed testing websites, such as <https://www.speedtest.net/>, to check the speed of the internet.

**35. Can I delete or change the photo once I have uploaded it as evidence on the portal?**

**Ans.** - You cannot delete the image, but you can change it by clicking on the upload option again and uploading an updated one.

**36. Why can I not see the final submit button on the page?**

**Ans.** - Please ensure you have uploaded all the required evidence as per the options selected and that all questions have been filled. If the issue persists, get in touch with our service executives.

**37. How do I check what evidence I've uploaded?**

**Ans.** - Click on the photo icon to preview uploaded evidence in an enlarged format.

**38. How do I check in which questions I have to upload evidence?**

**Ans.** - Check the colour palette on the left, and Questions marked as either 'Grey' or 'Yellow' will be the questions to which you have to upload evidence to submit finally.

**39. I don't have a certain facility at the procurement center; what evidence shall I upload?**

**Ans.** - If a specific facility is unavailable, please select the unavailable option in the questions.

**40. What do we mean by 'Calibration Certificate' or 'अंशांकन माणप'?**

**Ans.** - A calibration certificate refers to the document issued by a competent authority after assessing a certain instrument, such as Weighing meters, Moisture meters, etc., to be fit for use.

**41. How can I check all my selected answers and uploaded evidence at once?**

**Ans.** - On the 'Dashboard' page, click on the 'Summary Report' option provided in the bottom right corner. To go to the dashboard, click the 'Dashboard' option on the yellow bar or the 'Back to Dashboard' option on the lower side of the questions page.

**42. What is a 'Quality Check Red Flag'?**

**Ans.** - The quality check team will red-flag the question in case of discrepancies between the selected option and the evidence uploaded. An email will be shared with you in case any further clarification is required.

## **E. Submission**

### **43. Can the answer and image be changed after the final submission?**

**Ans.** - No, it's not possible to change/update the answer and image after the final submission.

### **44. Will I get notified if any discrepancy arises in the evidence uploaded?**

**Ans.** - You will receive an email regarding an update on the assessment portal. Log in to your portal with the credentials, and questions marked in RED would be the flagged questions and would be editable to make relevant changes.

### **45. Whom do I contact after being flagged the document to submit the correct documents?**

**Ans.** - The QC remark column below the question will have the remarks regarding the relevant changes that must be made. In case of doubt, refer to the user manual or call on the service center number provided on the bottom right of the dashboard

### **46. How do I know whether my form has been successfully submitted or not?**

**Ans.** - After successful submission, you will receive a confirmation message stating, 'The form has been successfully submitted'.