Frequently Asked Questions (FAQs)

A. Registration on Self-Assessment Portal:

1. 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.

2. 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.

3. 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.

4. 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.

5. 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.

6. 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.

7. What kind of image formats are permitted during the registration process?

Ans. - During registration, only images in **JPG, JPEG, or PNG format** can be uploaded. Please ensure your documents/photos are in one of these formats before uploading.

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

Ans. - To change the Nodal/SPOC person's contact details, you will need to **re-register on the portal with the correct information**. Please ensure that you are entering the details accurately before completing the registration process.

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

Ans. - If a change is required during the ongoing procurement season, the Procurement Center must be **re-registered on the portal with the new SPOC/Nodal person's**

details. Please ensure that the updated information is entered correctly at the time of re-registration.

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

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

11. **What does it mean if my Procurement Center (PC) is not available in the list?**

    Ans. - There can be two possible reasons:

    The Procurement Center is already registered – In this case, the center has already filled in the required data on the portal. Please use the login ID and password provided on the registered email to log in. If you haven't registered, please check with your respective state authorities.

    The Procurement Center is not available on CFPP – The data for your PC name is currently not reflected on the CFPP. This is why you are encountering issues. The PCSAP operates through API integration with the CFPP. Please ensure that your Procurement Center is registered on the CFPP portal first. Once registered, your center will be automatically synced with the PCSAP portal. For assistance with registration on the CFPP portal, please contact your respective state authorities.

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

    Ans. – To provide location access, follow the steps below:

    1. When prompted, a pop-up will appear asking for location access. Click on the **'Allow'** button to automatically fetch the latitude and longitude of your current location.

    2. If you are unable to allow location access through the pop-up, kindly check your device/browser settings and enable location services.

13. **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.

14. **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.

15. **Do I need to register again if I have already registered in the last season**

Ans. – No, you do not need to register again if your Procurement Center has already been registered in the **last season**. You can use the same login credentials to access the portal and proceed with the self-assessment form.

B. Re-registration Feature for PC In-charge

16. How can a PC re-register on the PCSAP portal?

Ans. – Follow these steps to re-register:

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

17. 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 resent to your updated email ID.

18. What details can be updated during re-registration?

Ans. – You can update details such as:

    a. Procurement center Information
    b. SPOC (Single Point of Contact) or nodal person details
    c. Email ID and mobile number

19. 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.

20. 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:

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

21. 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.

22. 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.

C. Login Page

23. 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'.

24. How can I submit the self-assessment form if I don't have a Login ID and Password?

    Ans. – You will not be able to submit the self-assessment form without a valid **Login ID and Password**. These credentials are generated only after your Procurement Center is successfully registered on the portal.

- If your center is not registered, please complete the registration process first.
- Once registered, your Login ID and Password will be sent to your registered email ID.

Use these credentials to log in and proceed with filling out and submitting the self-assessment form.

25. What to do if I forget my password?

    Ans. – If you have forgotten your credentials, please follow the steps outlined below:

- **Step 1:** Click on **"Forgot Password"**, enter your registered email ID, and then click the **"Fetch"** button.
- **Step 2:** The details of your Procurement Center will be displayed. Please select the checkbox.
- **Step 3:** Click the **"Send Email"** button. An OTP will be sent to your registered email.
- **Step 4:** Enter the OTP, and your renewed credentials will be sent to your registered email address.

Once you have completed the steps above, kindly check your registered email (including your spam/junk folder) for the login credentials. We recommend saving this email or marking it as important for easy access in the future.

26. I am not able to use the 'Forgot password' option. After entering my email id, no Procurement Center details are showing to frtch the password. What should I do?

    Ans. – If no Procurement Center details are displayed after entering your email ID in the **Forgot Password** option, it means your Procurement Center is not yet registered on the portal or the email ID provided does not match the registered one.

- Please ensure that your Procurement Center is registered on the portal.
- Verify that you are entering the same email ID used during registration.

27. What if the State Nodal Officer forgets their password?

Ans. - Please contact us at pcsap.support@qcin.org to reset the password.

28. 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

29. 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.

30. 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, your new password (you want to create), and re-enter it in the **Confirm New Password** field. After entering all details, click on submit.

31. In which languages can I see questions?

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

32. 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.

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

Ans. - You can select 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, 8, 10, 13, 14, 15.**

34. 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.

35. 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.

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

37. 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.

38. What kind of image formats are permitted for upload?

Ans. – Only photos in **JPG, JPEG, or PNG format** are supported for uploading as evidence on the portal. Please make sure the photo is clear and in one of these formats before submission.

39. 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.

40. 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.

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

Ans. - Before the submission of the assessment form, you can update the photo by clicking on the upload option again and uploading a new one. Please note, after the final submission, modifications can only be done after 6 days.

42. What should I do if the progress bar is not completing?

Ans. – The progress bar will not complete if any question is left unanswered or required evidence is missing. Please review all questions, select the options, and upload the evidence in the correct format. If the issue persists, please contact us at pcsap.support@qcin.org.

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

Ans. - Please review all questions to ensure that options are selected and the required evidence is uploaded in the correct format. For detailed guidance on the evidence required for each question, kindly refer to the user manual available on our website. If the issue still persists, Please contact us at pcsap.support@qcin.org.

44. How do I check what evidence I've uploaded?

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

45. 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.

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

Ans. - If a particular facility is not available at your procurement center, you are required to provide a self-declaration stating that the facility is not available. A declaration text is already provided in the **image format** on the portal, on the same page where you are answering the question, which can be used for this purpose.

47. What do we mean by 'Calibration Certificate'?

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.

48. 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.

49. 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

50. Can I change the selected options or uploaded image in the questionnaire after final submission?

Ans. - Before the submission of the assessment form, you can modify the selected options or update the uploaded image in the questionnaire. Please note, after the final submission, modifications can only be done after 6 days.

51. 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.

52. 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.

53. 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'.