

Frequently Asked Questions (FAQ) on BEE PATNet portal

Q1: How to reset my password?

Ans: There is a link – ‘[Forgot Password](#)’ on the login page where you can reset your password. The step by step procedure (Section 5) is given in the User Manual. Forgot password feature can be used in case if you remembers the login ID.

Below given are the detailed steps to perform this operation from the PATNET portal.

1. On clicking the link <https://escerts.gov.in>, ‘BEE PATNET portal Login’ page appears.
2. Click on the **Forgot Password** link which is present in the login page as shown in below image.

Total DCs	30
Karnataka	5
Maharashtra	2
Chhattisgarh	1
Jammu and Kashmir	1

3. The **Forgot Password** window appears in the system. Enter the **User Id**, enter the **Captcha** displayed below the textbox and then click the **Submit** button.

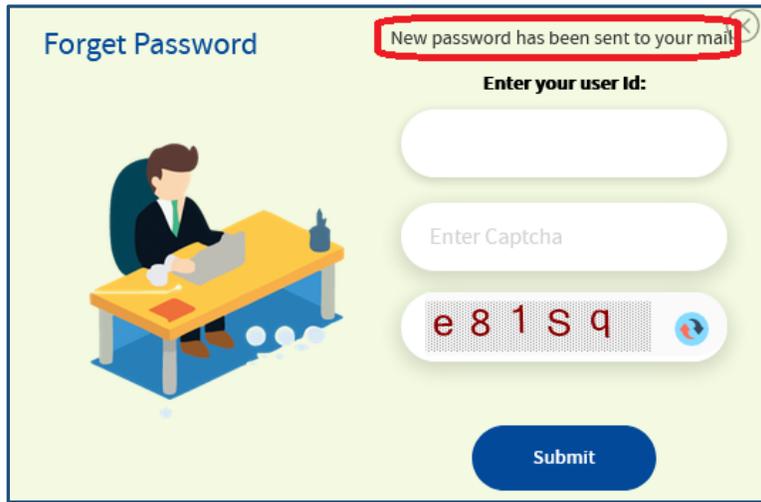
Forgot Password

Enter your user Id:

Y B I K f

Submit

4. After successful changing a password, the system will send the new password to the registered email id and success message as shown in below image.



Q2: My old portal credentials are not working for New PATNet portal?

Ans: Please use **Forgot UserID** first then and **Forgot Password** links mentioned on login page to reset your credentials.

This section explains the step by step procedure for a user to reset their login user ID in case they forgot the user ID. Kindly note that user remembers the registered email id as the userid will be shared on the same email address.

Below given are the detailed steps to perform this operation from the PATNET portal.

1. Open clicking the link - <https://escerts.gov.in> , 'BEE PATNET portal Login' page appears.
2. Click on the **Forgot User ID** link which is present in the login page as shown in below image.

The screenshot shows the login page for the BEE PATNET Portal. At the top, the title "LOGIN To BEE PATNET Portal" is displayed in blue. Below the title are three input fields: "Enter UserId" with a person icon, "Password" with a lock icon, and "Enter Captcha" with a grid of characters "h B h 3 x" and a refresh icon. Between the password and captcha fields are three links: "Reset Details", "Forgot UserId" (highlighted with a red box), and "Forgot Password". At the bottom, there are two buttons: "LOGIN" in a blue box and "NEW USER" in a green box.

3. The system navigates to **Forgot User ID** window. Enter the **Email Id**, enter the **Captcha** then click the **Submit** button.

The screenshot shows the "Forgot UserId" window. The title "Forgot UserId" is at the top left, and a close button (X) is at the top right. On the left side, there is an illustration of a person sitting at a desk with a laptop. On the right side, there are three input fields: "Enter your email id:" (highlighted with a red box), "Enter Captcha" (highlighted with a red box), and a captcha field with characters "Y B I K f" and a refresh icon. Below these fields is a blue "Submit" button (highlighted with a red box).

4. After successful submission, User ID will be sent to registered email ID of user and the system will show success message as shown in below image.

Forgot UserId

The UserId has been sent to your registered mail. Enter your email id:

Enter Captcha

w n U 2 w

Submit

5. Click on the **Forgot Password** link which is present in the login page as shown in below image.

BUREAU OF ENERGY EFFICIENCY
A statutory body under Ministry of Power, Government of India

LOGIN To BEE PATNET Portal

Enter UserId

Password

Reset Details [Forgot UserId](#) [Forgot Password](#)

Enter Captcha

g o h X o

LOGIN NEW USER

Total DCs	30
Karnataka	5
Maharashtra	2
Chhattisgarh	1
Jammu and Kashmir	1

Forgot Password

6. The **Forgot Password** window appears in the system. Enter the **User Id**, enter the **Captcha** displayed below the textbox and then click the **Submit** button.

Forget Password

Enter your user Id:

Y B I K f

Submit

7. After successful changing a password, the system will send the new password to the registered email id and success message as shown in below image.

Forget Password

New password has been sent to your mail

Enter your user Id:

Enter Captcha

e 8 1 S q

Submit

Q3: Not able to proceed with the login as not receiving OTP?

Ans: OTP is being generated and shared on the registered mobile number with the PATNet. Also, seeing the network related issues such as poor or no signal, now the OTP is being shared on registered email as well.

Q4: After login into PATNet portal, not able to see Dashboard, Kindly let me know how to proceed further?

Ans: On successful login, notification alert pops up on the screen as shown below. On clicking on 'Proceed' button user has to update his/her profile and complete missing information.



Also, user is requested to upload all the mandatory documents against the same head. E.g. If user has to upload 'PAN' copy (an image or PDF) then he/she has to select 'PAN' from the dropdown 'Upload File'

Document Name	Document For	Format	View	Delete

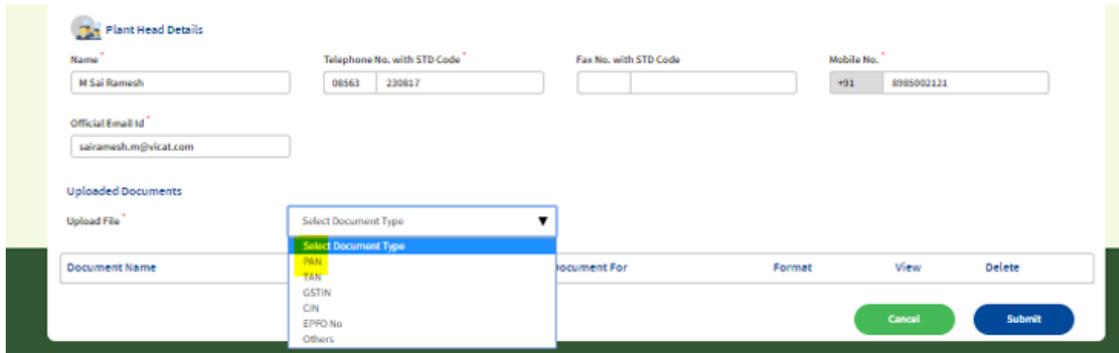
Upload all the mandatory documents and click on 'Submit' button and user will be able to continue further with Dashboard/ M & V process.

Q5: While editing profile, getting alert as 'Email id is invalid'

Ans: This PATNet platform does not support personal email ids like Yahoo, Gmail, Rediffmail, Zoho etc. for user. So, user has to update organizational/ official email id.

Q6: While doing profile submission, getting alert as 'Please upload all the documents'

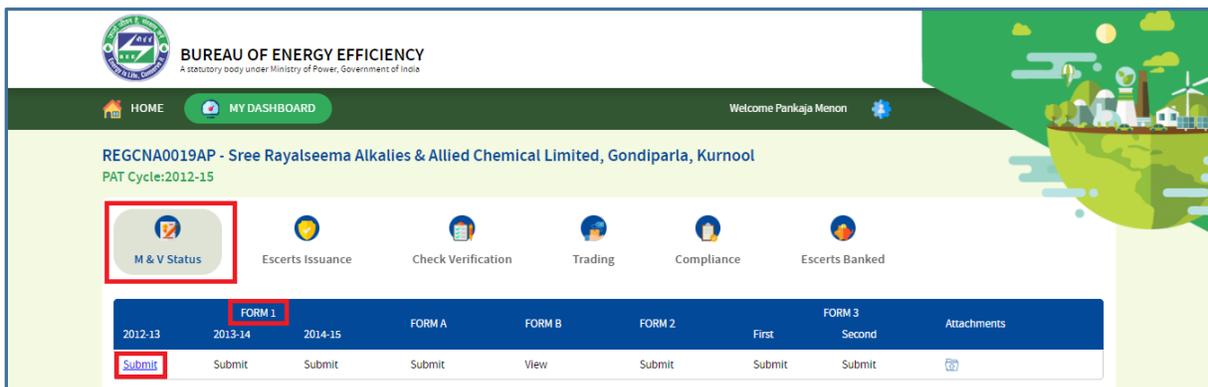
Ans: User has to upload all mandatory documents to complete the profile. Also, user is requested to upload all the mandatory documents against the same head. E.g. If user has to upload 'PAN' copy (an image or PDF) then he/she has to select 'PAN' from the dropdown 'Upload File'



The screenshot shows a web form titled "Plant Head Details". It contains several input fields: Name (M Sai Ramesh), Telephone No. with STD Code (08563 230817), Fax No. with STD Code, and Mobile No. (+91 8985002121). Below these is an "Official Email Id" field (sairamesh.m@vicut.com). The "Uploaded Documents" section has an "Upload File" button and a table with columns: Document Name, Document For, Format, View, and Delete. A dropdown menu is open over the "Document Name" column, listing options: PAN, TAN, GSTIN, CIN, EPFO No, and Others. The "PAN" option is highlighted. At the bottom right, there are "Cancel" and "Submit" buttons.

Q7: After going to a particular PAT Cycle, Form-I link is not enabled?

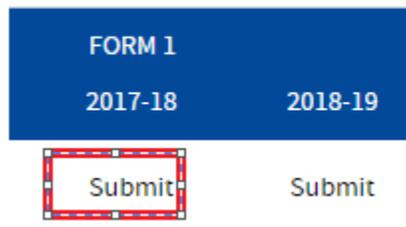
Ans: Form-1 Submit links are enabled only for Energy Manager login.



The screenshot shows the dashboard of the Bureau of Energy Efficiency. The header includes the logo and name of the Bureau, and a navigation bar with "HOME" and "MY DASHBOARD" buttons. The user is logged in as "Welcome Pankaja Menon". The main content area displays "REGCNA0019AP - Sree Rayalseema Alkalies & Allied Chemical Limited, Gondiparla, Kurnool" and "PAT Cycle:2012-15". Below this is a row of icons for "M & V Status", "Escerts Issuance", "Check Verification", "Trading", "Compliance", and "Escerts Banked". At the bottom, there is a table with columns for years and form types. The "FORM 1" column is highlighted with a red box, and the "Submit" link under "2012-13" is also highlighted with a red box.

2012-13	2013-14	2014-15	FORM A	FORM B	FORM 2	First	FORM 3 Second	Attachments
Submit	Submit	Submit	Submit	View	Submit	Submit	Submit	

For Plant Head (PH), Form-1 'Submit' links will be disabled as shown below.



This is a close-up of the table from the previous screenshot. The "FORM 1" column is highlighted with a red box. The "Submit" link under "2017-18" is also highlighted with a red box, indicating it is disabled. The "Submit" link under "2018-19" is not highlighted.

FORM 1	2017-18	2018-19
Submit	Submit	Submit

On submission of Form-I by Energy Manager (EM), the link 'View' will get enabled for Plant Head (PH) and the same can be reviewed.

FORM 1		
2016-17	2017-18	2018-19
View 	Submit	Submit

Q8: For Energy Manager (EM) login, second year and third year Form –I links are disabled?

Ans: Form-1 for the first year has to be submitted by Plant Head (PH) then only 2nd year submit link will appear for Energy Manager to file and submit to PH.

Q9: Previous year data is not editable in all Form-1?

Ans: Energy Manager (EM) will be able to edit and update only current year data. To edit previous year's data, EM has to go to previous year and update the current year data.

Q10: Energy Manager is not able to select Empanelled Accredited Energy Auditor (EmAEA), how to proceed?

Ans: Only Plant Head (PH) is able to select and change EmAEA Organisation in Form-A. Energy Manager needs to submit Form-A to PH.

Q11: Does DC need to send hard copies of forms to BEE after uploading on new portal?

Ans: No, there is no such need to send physical copies of forms to BEE. User is requested to download and print the form. Then signed and sealed copy of the same form can be uploaded to PATNet portal.

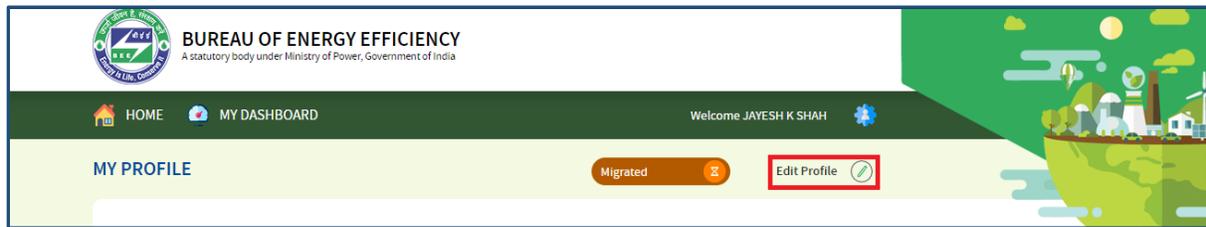
Q12: Who will fill form 1, A & B?

Ans: Form-1 and Form-A will be filled and submitted by Energy Manager (EM) to Plant Head (PH). In case of Form-A, PH is responsible for selecting Empanelled Accredited Energy Auditor (EmAEA) Organisation and submit the same.

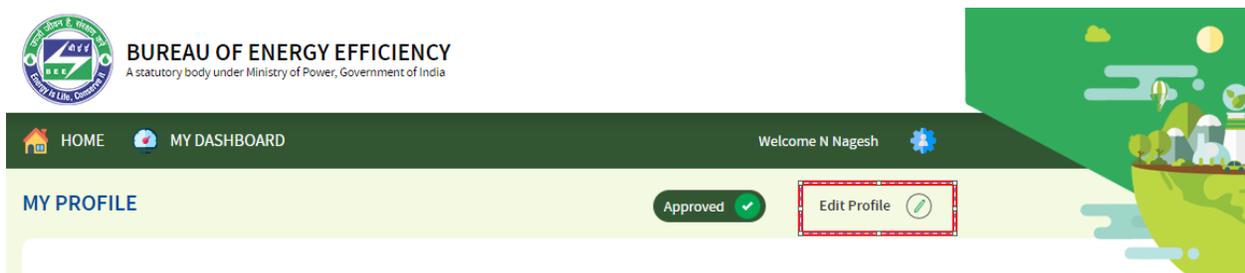
Form –B generation lies with by EmAEA Organisation based on Form-A submitted by DCs.

Q13: Who can edit Designated Consumer's (DC) profile?

Ans: The registered DC's in Old PAT NET need to update the missing details in the new PATNet portal. This can be done by an Energy Manager (EM) or Plant Head (PH). In the absence of EM, PH can update the details during initial login.



And any subsequent change/update to profile can be carried out only with PH login once the DC status turns to 'Approved'.



Q14: Unauthorized error while logging into PATNet portal.

Ans: User is requested to browse a PATNet portal link <https://escerts.gov.in>

Kindly refer User Manual to perform required operations / processes at <https://escerts.gov.in/PortalUser/ViewFile?noteId=95827d6a-d66c-ea11-b84f-001dd8b71f95>

Q15: After logging with the provided UserID and Password from Helpdesk getting alert as 'Invalid UserID and Password' in the next Login, how to proceed further?

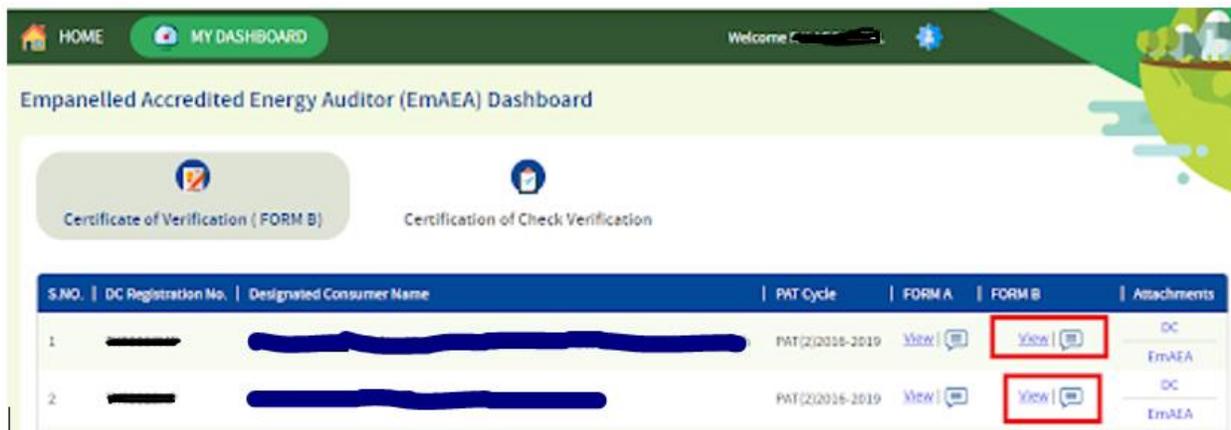
Ans: Once user logs in with the provided credentials from Helpdesk, the PATNet portal is prompting user to change credentials (UserID and Password). After changing the UserID and password, user need to remember their changed credentials to be used in subsequent logins.

Q16. Empanelled Agency name not available in the Energy Manager's (EM) login.

Ans: Empanelled Agency will not be available under EM's login. Only Plant Head (PH) will be able to choose and select desired Empanelled Agency while submitting Form-A.

Q17. Where to look out for a Form-B after submission by Empanelled Accredited Energy Auditor (EmAEA) in PATNet portal?

Ans: After submission of Form-B, EmAEA will be able to see the submitted form in 'View' link for particular Designated Consumer (DC) in EmAEA Dashboard as shown below:



Q17. What is the standard protocol for Helpdesk to resolve query?

Ans: Below is the standard procedure of Helpdesk.

Step 1: Write to PATNet helpdesk with regard to any PATNet related query/issues (Registration related queries, issues regarding uploading of forms on PATNet, accessibility of PATNet portal etc). PATNet helpdesk email id is helpdesk-patnet@beenet.in

Step 2: After registration of complaint at PATNet helpdesk, an acknowledgment email shall be sent to DC/ EM/ EmAEA immediately with complaint number. This complaint shall be addressed in 3 working days "including the date of registration of complaint". Within these 3 working days, PATNet helpdesk team including IT agency shall resolve the issues and shall also send an intimation back to the DC regarding the successful resolution of their complaint. In case of any major issues, the DC/ EM/ EA will be informed about the status of their complaint and the required time to resolve it.

Step 3: If DC still faces any query then they may contact PATNet helpdesk on phone no. **8130559545** (Office timings 9:30 am to 6:00 pm on working days).