

## How to Register your ticket at PATNet: Online Helpdesk System

- **Step-1:** Visit <https://escerts.gov.in>

The screenshot displays the website [escerts.gov.in](https://escerts.gov.in). The browser address bar shows the URL. The page features a blue header with social media links, a language dropdown set to English, and a navigation menu with items like Home, About Us, PAT Rule/Notification, Publication, User Manual, ESCerts Trading, Quarterly Progress Report, Contact Us, Login, New User, and Help Desk. The main banner for the Bureau of Energy Efficiency includes the text "BUREAU OF ENERGY EFFICIENCY" and "A statutory body under Ministry of Power, Government of India". Below the banner is a "LATEST UPDATES" section with three items: "ESCerts Trading for PAT CYCLE- III" (13 Mar 24), "Commencement of Registration and Trading of ESCerts for PAT Cycle III DCs." (5 Jan 24), and "Mtoe price for PAT Cycle-III" (2 Nov 23). A "Media Gallery" section is visible at the bottom, with "Photos" and "Videos" sub-sections. A battery status notification at the bottom right indicates "Battery status: 77% available (plugged in)".

- **Step-2:** Click on Help Desk Tab

The screenshot shows the website [escerts.gov.in/PortalUser/Login?ReturnUrl=%2F](http://escerts.gov.in/PortalUser/Login?ReturnUrl=%2F). The top navigation bar includes links for Home, About Us, PAT Rule/Notification, Publication, User Manual, ESCerts Trading, Quarterly Progress Report, Contact Us, Login, New User, and Help Desk. A red arrow points to the Help Desk tab. The main banner features the text "BUREAU OF ENERGY EFFICIENCY" and "A statutory body under Ministry of Power, Government of India". Below the banner is a "LATEST UPDATES" section with several news items, and a "Media Gallery" section with "Photos" and "Videos" sub-sections.

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# BUREAU OF ENERGY EFFICIENCY

A statutory body under Ministry of Power,  
Government of India

**LATEST UPDATES:**

- 13 Mar 24 Commencement of Registration and Trading of ESCerts for PAT Cycle III DCs.
- 5 Jan 24 Mtoe price for PAT Cycle-III
- 2 Nov 23 Form D submission tab is active on PATNet. Plant head can submit t

## Media Gallery

Photos [View All →](#) Videos [View All →](#)

Battery status: 77% available (plugged in)

- **Step-3:** New Page open (<https://patnethelpdesk.escerts.gov.in/Ticket/QueryAuthentication> )

The screenshot shows the website interface for patnethelpdesk.escerts.gov.in. At the top, there are logos for the Government of India, Azadi Ka Amrit Mahotsav, G20 India 2023, LIFE (Lifestyle for Environment), and the Ministry of Power. Below the logos is a 'LATEST UPDATES' section with three items:

- 5 Jan 24: Mtoe price for PAT Cycle-III
- 25 Feb 22: "Fee Order dated 30th April,2021 for becoming Eligible Entity and Trading of ESCerts thereof"
- 21 Jan 21: "Mtoe price for the PAT Cycle II"

The main banner area has the text "Happy To Help You" and "Welcome To Helpdesk". Below this, it says "We Listen to the problems, be a shoulder to lean on, and then shift the focus from what went wrong to how you can help make it right while enjoying your work." There are two buttons: "Helpline Number" and "FAQ's".

The "Create New Ticket" section contains four dropdown menus:

- User Type\* (Please select user type)
- Contact Type\* (Please select Contact Type)
- Registration Status\* (Registration Status)
- Registered Contact Detail\* (Please select)

A green "Verify" button is located below these dropdowns.

The "Track Your Ticket" section has a form with:

- Ticket No: [input field]
- Captcha: [input field with image "USDMXZ7"]
- Submit button

The "Helpdesk Query Stats" section shows:

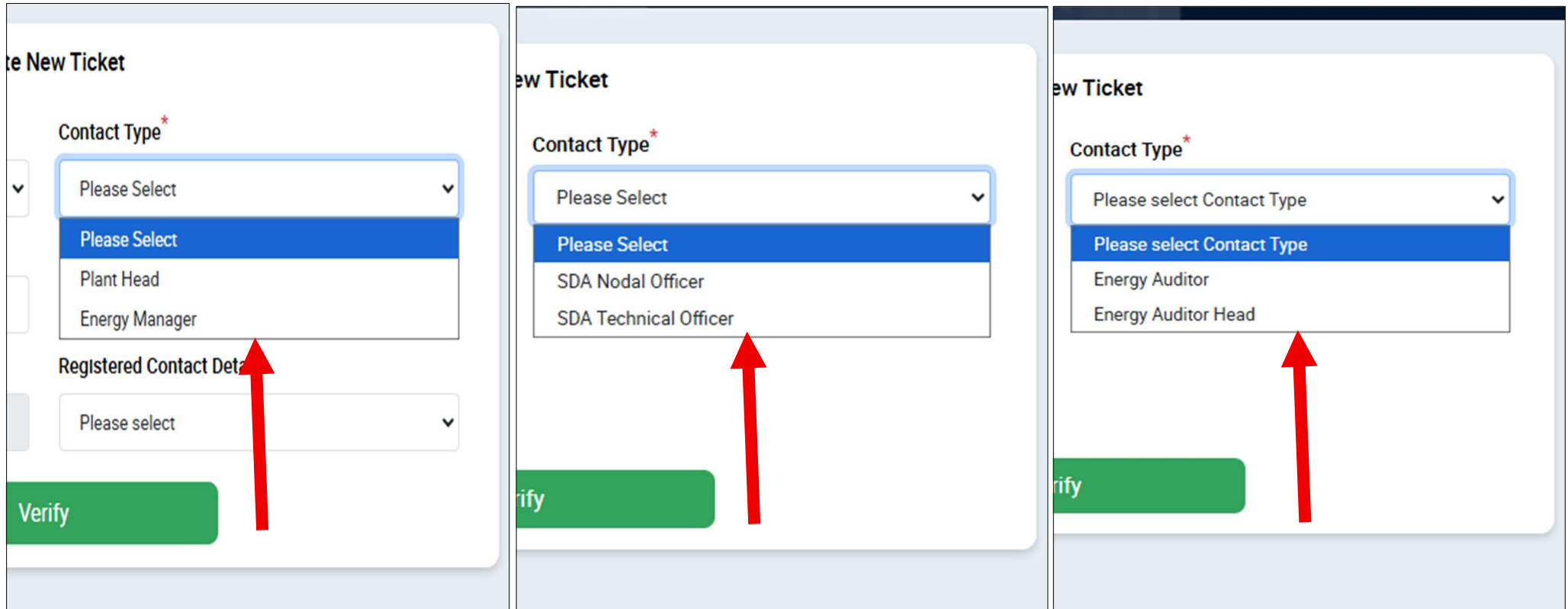
- Total Assigned Ticket: 0
- In Process: 0.00%
- Resolved: 0.00%

- **Step-4:** Select your User type: DC/SDA/EmAEA

The screenshot displays the helpdesk interface with the following elements:

- Header:** Government of India, Ministry of Power; Azadi Ka Amrit Mahotsav; G20 India 2023; LIFE (Lifestyle for Environment); and the logo for 'Change is Life, Connect is Power'.
- Updates:** A blue bar with 'ST UPDATES :'. It contains three items: '5 Jan 24 Mtoe price for PAT Cycle-III', '25 Feb 22 "Fee Order dated 30th April,2021 for becoming Eligible Entity and Trading of ESCerts thereof"', and '21 Jan 21 "Mtoe price for the PAT Cycle II"'. Each item is in a white box with a green header.
- Hero Section:** 'Happy To Help You' and 'Welcome To Helpdesk' in yellow. Below is the text: 'We Listen to the problems, be a shoulder to lean on, and then shift the focus from what went wrong to how you can help make it right while enjoying your work.' There are two buttons: 'Helpline Number' (with a headset icon) and 'FAQ'S' (with a question mark icon). On the right is an illustration of a customer service agent at a laptop with various communication icons (24-hour, chat, email, phone).
- Create New Ticket Form:** A white box with a green 'Verify' button. It contains three dropdown menus: 'User Type\*' (with a red arrow pointing to it, showing options DC, SDA, EmAEA), 'Contact Type\*', and 'Registered Contact Detail\*'. A 'Verify' button is at the bottom.
- Track Your Ticket:** A blue box with input fields for 'Ticket No' and 'Captcha' (with a refresh icon and the text 'USD MX ZT'). A 'Submit' button is below.
- Helpdesk Query Stats:** A white box with a blue header. It shows 'Total Assigned Ticket: 0'. Below are two rows: 'In Process' and 'Resolved', each with a progress bar and '0.00%'.

- **Step-5:** Select your Contact type:
  - Plant Head/Energy Manager (in case of DC)
  - SDA Nodal Officer/SDA Technical Officer (in case of SDA)
  - Energy Auditor/Energy Auditor Head (in case of EmAEA)



- **Step-6:** Select your Registration No:
  - **In case of DC:-** TPP0127UP
  - **In case of EmAEA:-**EmAEA-001
  - **In case of SDA:-** No registration number required


Create New Ticket

User Type\*  
DC

Registration No\*  
TPP0127UP

Registration Status\*  
Approved

Verify



Create New Ticket

User Type\*  
EmAEA


Contact Type\*  
Please select Contact Type

Registration No\*  
EmAEA-001

Registration Status\*  
Approved

Registered Contact Detail\*  
Please select

Verify



• **Step-7:** Select your Registered Contact Details:

- **In case of DC:-** Recovery Email/Contact number/Email
- **In case of EmAEA:-**Recovery Email/Contact number/Email
- **In case of SDA:-** Recovery Email/Contact number/Email
  - **Note:** Without this information, you will not be able to raise tickets. If you are a newly appointed Plant Head or Energy Manager, please provide the details of the previous Plant Head/Energy Manager or the associated recovery ID. If none of these details are available, kindly contact your concerned Project Engineer, Sector Expert, or Senior Sector Expert at BEE. They will share the required information after verifying your identity.

The image displays three sequential screenshots of the 'Create New Ticket' form, illustrating the selection of 'Registered Contact Detail' based on the 'User Type'.

**Screenshot 1 (Left):** Shows the form with 'User Type' set to 'DC'. The 'Registered Contact Detail' dropdown menu is open, showing options: 'Please select', 'Please select', 'Recovery Email', 'Contact', and 'Email'. A green 'Verify' button is visible at the bottom.

**Screenshot 2 (Middle):** Shows the form with 'User Type' set to 'EmAEA'. The 'Registered Contact Detail' dropdown menu is open, showing options: 'Please select', 'Please select', 'Recovery Email', 'Contact', and 'Email'. A green 'Verify' button is visible at the bottom.

**Screenshot 3 (Right):** Shows the form with 'User Type' set to 'SDA'. The 'Registered Contact Detail' dropdown menu is open, showing options: 'Please select', 'Please select', 'Recovery Email', 'Contact', and 'Email'. A green 'Verify' button is visible at the bottom.

- **Step-8:** Window open for register your tickets

### Create Ticket

<b>DC Registration Number*</b> <input type="text" value="TPP0127UP"/>	<b>Category Name*</b> <input type="text" value="Please select"/>	<b>Previous Ticket Reference (If Any)</b> <input type="text"/>
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**Query \***

**Note:**

- Select the appropriate category for your query
- Include your **name, designation, mobile number, and email ID**
- Mention your **current cycle**

**Attachment**

No file chosen

Upload File

(Maximum attachment should be 3MB. Only .jpg, .jpeg, .png, and .pdf file are allowed.)

Submit

Cancel

- **Step-9:** How to track your ticket Status
  - Fill your ticket number at Track your ticket box

The image shows a web interface for tracking a ticket. The top section, titled "Track Your Ticket", has a blue background. It contains a text input field with the value "7082509". Below it are two smaller input fields, both containing "WRBNNYE". The second of these fields has a refresh icon to its right. A large orange "Submit" button is centered below the inputs. The bottom section, titled "Helpdesk Query Stats", has a white background. It features a blue bar for "Total Assigned Ticket:" with the value "0". Below this are two rows of progress indicators: "In Process" and "Resolved", each with a light blue bar and a "0.00%" value.

Category	Value
Total Assigned Ticket:	0
In Process	0.00%
Resolved	0.00%

- **Step-10:** Comment/Remarks by PATNet Team on your ticket

Print

Back

## Track Your Ticket

<b>Ticket Number</b>	<b>DC Registration Number</b>	<b>PAT Cycle</b>	<b>Category</b>
		PAT(7)2022-2025	Form Submission -Form 1
<b>Created on</b>	<b>Ticket Status</b>	<b>Closed Date</b>	<b>Closed By</b>
07-08-2025 16:43:26	Resolved	07-08-2025 18:13:41	admin

### Description/Query

DC plant head could not able to submit the Form 1 for FY 2024-25 after data was entered by energy manager. An error is generating in the system. Attached the error number that shows in the page.



### Comments/Remarks

Dear sir, Please provide energy manager details like Name, Email, Mobile Number and energy manager certificate for the further proceedings. Thanks