

User Guidance Manual
for
Lost Credential Application Module
under EPR Portal for Battery Waste Management



Central Pollution Control Board, Delhi

August, 2026

Contents

1. Introduction	3
2. Purpose	3
3. Prerequisites	3
4. Application Process.....	4
Step 1 – Enter User Information	4
User Type	4
GST Number	4
Company/Organization Name	4
Step 2 – Validate Existing Registered Credentials	5
System Validation	5
Step 3 – Enter New Requested Credentials	5
Requested Email Address.....	5
Requested Mobile Number	5
Important Notes.....	5
Step 4 – OTP Verification	6
Email Verification	6
Mobile Verification.....	6
Verification Result	6
Step 5 – Enter Authorized Employee Details.....	6
Reason for Lost Credential	6
Step 6 – Upload Required Documents	7
Mandatory Documents	7
File Requirements	7
Affidavit Format	7
Step 7 – Security Verification.....	8
Step 8 – Submit Application.....	8
5. Application Review Process	8
6. Important Guidelines	8
7. Support.....	9

1. Introduction

This User Guidance Manual provides step-by-step instructions for submitting a **Lost Credential Application** on the **CPCB EPR Portal for Battery Waste Management**.

The Lost Credential Application module enables registered entities to request the recovery or update of their registered login credentials (Email ID and/or Mobile Number) when they are no longer accessible.

After submission, the application is reviewed by the Central Pollution Control Board (CPCB). Based on the verification of the information provided and supporting documents submitted, CPCB may approve or reject the application. The applicant will be informed of the decision through email.

Note: The “Lost Credentials” functionality should be used only when the company no longer has access to its registered credentials, such as the Email ID and/or Mobile Number. For updating the details of the Authorized Person where the existing credentials are accessible, the “Update Authorised Person Details” functionality should be used. Misuse of the “Lost Credentials” functionality or submission of multiple requests for the same company may lead to rejection of the request without any clarification.

2. Purpose

The objective of the Lost Credential Application module is to provide a secure mechanism for registered entities to:

- Recover access to their portal account.
- Update their registered Email ID.
- Update their registered Mobile Number.
- Update both Email ID and Mobile Number (if required).

The module ensures that credential changes are performed only after proper identity verification and approval by CPCB.

3. Prerequisites

Before starting the application, keep the following information and documents ready:

- GST Number
- Existing registered Email Address
- Existing registered Mobile Number
- New Email Address and/or Mobile Number (whichever applicable)

- Authorized Employee Details
 - Supporting documents in PDF format
 - Each uploaded file should not exceed **5 MB**
-

4. Application Process

Step 1 – Enter User Information

User Type

Select the appropriate **User Type** from the dropdown list.

GST Number

Enter the GST Number and click **Fetch Details**.

Company/Organization Name

The system automatically fetches and displays the Company/Organization Name based on the entered GST Number.

Lost Credential Application

NOTE: All fields marked with * are mandatory. Enter your exact registered email and mobile number. Upload all documents in PDF format only (Maximum 5 MB per file).

1. User Information

Select User Type * GST Number *

Choose Option Fetch Details

Choose Option

Producer

Recycler

Refurbisher

Only **one Lost Credential Application** is permitted for a registered entity at any given time.

When the user enters the GST Number, the system checks whether any Lost Credential Application is already pending for that GST Number.

If a pending application exists, the following message is displayed:

“A Lost Credential Application for this company is already under process.”

The user will not be permitted to submit another application until the existing request has been approved or rejected.

Step 2 – Validate Existing Registered Credentials

Enter the following details:

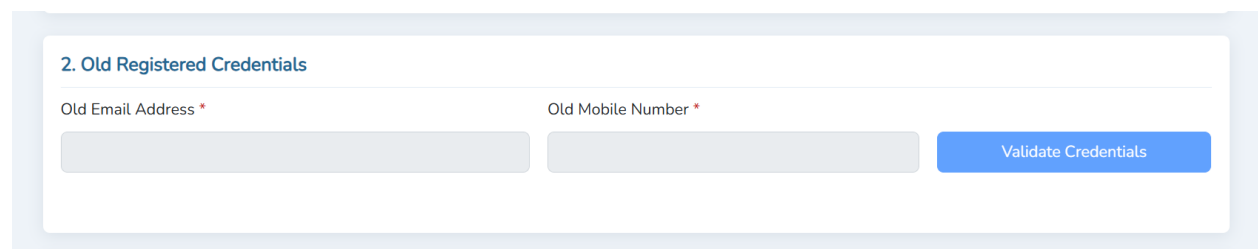
- Existing Registered Email Address
- Existing Registered Mobile Number

Click **Validate Credentials**.

System Validation

The system validates the entered Email Address and Mobile Number against the existing registration records available in the portal.

Only users with valid registered credentials can proceed further.



2. Old Registered Credentials

Old Email Address * Old Mobile Number *

Validate Credentials

Step 3 – Enter New Requested Credentials

Enter the credentials that need to be updated.

Requested Email Address

Enter the new Email Address.

Requested Mobile Number

Enter the new Mobile Number.

Important Notes

- Either the Email Address, Mobile Number, or both may be updated.
 - At least one requested credential must be different from the existing registered credential.
 - OTP verification is mandatory for every newly requested credential.
-

Step 4 – OTP Verification

Email Verification

1. Click **Send Email OTP**.
2. An OTP is sent to the requested Email Address.
3. Enter the OTP received.
4. Click **Verify**.

Mobile Verification

1. Click **Send Mobile OTP**.
2. An OTP is sent to the requested Mobile Number.
3. Enter the OTP received.
4. Click **Verify**.

Verification Result

The application can be submitted only after successful OTP verification of the requested Email Address and/or Mobile Number.

3. New Requested Credentials

Enter both requested credentials. Either one or both may be changed, but at least one must differ from the registered details. Email and mobile OTP verification are mandatory.

Requested Email Address *		Send Email OTP	Email OTP		Verify
Requested Mobile Number *		Send Mobile OTP	Mobile OTP		Verify

Step 5 – Enter Authorized Employee Details

Provide the following information:

- Employee Name
- Employee Designation
- Reason for Lost Credential

Reason for Lost Credential

Enter a clear explanation describing why the credential update is required.

Note: The reason must contain a minimum of **10 characters**.

4. Authorized Employee Details

Employee Name *

Employee Designation *

Reason for Lost Credential *

Minimum 10 characters

Step 6 – Upload Required Documents

Upload the following mandatory documents in **PDF** format.

Mandatory Documents

1. GST Registration Certificate (GST Copy)
2. PAN Card Copy
3. Company ID Card
4. Company Letterhead Declaration
5. Notarized Affidavit

File Requirements

- PDF format only.
- Maximum file size: **5 MB** per document.

Affidavit Format

Applicants may download the prescribed affidavit format by clicking “**Download Affidavit Format**” available on the portal.

5. Upload Required Documents

GST Copy *

Choose File No file chosen

PDF only, maximum 5 MB

PAN Copy *

Choose File No file chosen

PDF only, maximum 5 MB

Company ID Card *

Choose File No file chosen

PDF only, maximum 5 MB

Letter Head Declaration *

Choose File No file chosen

PDF only, maximum 5 MB

Notarized Affidavit *

Choose File No file chosen

PDF only, maximum 5 MB

[Click Here to Download Affidavit Format](#)

Step 7 – Security Verification

1. Enter the displayed CAPTCHA.
 2. Complete the security verification.
-

Step 8 – Submit Application

Before clicking **Submit**, ensure that:

- All mandatory information has been entered.
- Existing credentials have been successfully validated.
- OTP verification has been completed.
- All mandatory supporting documents have been uploaded.
- CAPTCHA verification has been completed.

After successful submission, the application is forwarded to CPCB for review.

5. Application Review Process

After submission:

1. The application is assigned a **Pending** status.
 2. The application is reviewed by the CPCB.
 3. Supporting documents and applicant details are verified.
 4. The application is either:
 - Approved, or
 - Rejected.
 5. The applicant receives an email notification regarding the decision. In case the application is rejected, the user may re-raise the request by making necessary corrections in the application.
-

6. Important Guidelines

Applicants are advised to note the following:

- Ensure all information entered is accurate and matches the supporting documents.
- Upload only clear and legible PDF documents.
- Each uploaded document must not exceed **5 MB**.

- OTP verification is mandatory before submission.
 - Incomplete or incorrect applications will be rejected.
 - Only one Lost Credential Application is allowed for a company while an existing request remains under review.
 - Keep a record of the submitted application details for future reference.
-

7. Support

For any technical assistance related to the Lost Credential Application module, users may contact the CPCB EPR Portal Support Team via call 011-43102350 or email to **batteries.cpcb@gov.in**.