

## FAQ

### **General:**

#### **1) From where can I download KISAN RATH Mobile App?**

- ❖ The App can be downloaded from Google play store for Android users and from Apple's App store for IOS users by searching "KISAN RATH".
- ❖ The Minimum 2 GB RAM with 16 GB internal storage space . More RAM more smoothly user experience. Operating System 5.0 & above.

#### **2) Is Internet required for the App's functioning?**

Yes. Mobile Internet connection is required for functioning of the app.

#### **3) Is the app multilingual?**

Yes. The labels will be in the language selected in the beginning however the input will be as per default keyboard selected.

#### **4) Whom can I contact for any issue regarding the app?**

Truck drivers, Traders, Retailers, Transporters or any other stakeholders who are facing problems in inter-state movement of above commodities, may seek help by calling at the below mentioned numbers. Call Centre Executives will forward the vehicle & consignment details along-with the help needed, to State Govt. officials for resolution of issues.

##### **a) Central level Inter-State Transport Coordination Control Room (Directorate of Marketing & Inspection , Faridabad)**

- Shri M Thangaraj, Joint Agril Marketing Adviser. (Nodal Officer)- 8373929137
- Sh. Madhur Verma, SMO(DMI)- 9549382070
- Email: [jtama-dmi@gov.in](mailto:jtama-dmi@gov.in)

##### **b) Kisan Rathhelp desk**

- You may call the Kisan Rath helpdesk on 1800 180 1551 (Kisan Call Centre) or email at [kisanrath-agri@gov.in](mailto:kisanrath-agri@gov.in) for administrative issues and [kisanrath-tech@nic.in](mailto:kisanrath-tech@nic.in) for technical issues.
- The above number can be called from any mobile phone or landline phones.

### **Registration and Login:**

#### **5) Who can register on this App?**

Farmers, Traders ,FPOs (Farmer Producer Organisations) and Transporters can register.

#### **6) Is an OTP required?**

Yes. A six digit OTP received on your mobile number provided at the time of registration is required. If OTP is not received, user can select the option to resend it. Also, ensure that network connection is available in your area.

#### **7) Is multiple registrations allowed from a single mobile number?**

Yes. Multiple registration is allowed for a mobile number, but under different categories (i.e. Farmer, Trader, FPO and Service Provider). However, under a single category a mobile number can be used to register only once.

**8) If your District/Sub-District/Block/Village does not appear in dropdown list?**

Kindly send a mail to [kisanrath-tech@nic.in](mailto:kisanrath-tech@nic.in) with the area details.

**9) From where do I get my User Id and Password?**

The User ID shall be same as your mobile number. The password shall be sent to you after successful registration.

**10) If a user forgets his User ID or Password?**

The user may click on Forgot Password link and reset the password using Mobile Number.

**11) Is Aadhaar number mandatory for farmers?**

Aadhaar number is mandatory for the farmers who are already registered under PM-KISAN scheme.

**12) What does State of Operations mean in Service Provider's Registration form?**

The Service Providers shall be receiving those load requests with source and destination states which are present in the States of Operations entered by them.

**13) What are the modes of Login provided in the App?**

For users' convenience currently 2 modes of Login have been provided viz-a-viz OTP Based Login and Password Based Login.

## **Posting a Load:**

**14) Can I post multiple loads at a time?**

Yes. You can post multiple loads at a time. You will get notifications against each of the loads separately.

**15) Can I hire a vehicle for a particular time duration?**

No. The vehicle can be hired for a trip only from a source location to destination.

**16) Are the rates fixed by the Ministry?**

No. The rates are provided by the transporter. The Ministry or the application provider does not play any role in deciding the rates. This app is only a means to connect the Farmers, Traders and FPOs with the transporters.

**17) Are the rates provided by transporter negotiable?**

The farmer/trader/FPO may directly negotiate the rates with the transporters. The Ministry or the application provider does not play any role in negotiation or its outcome.

**18) Can I cancel the booking? How will the advance payment be refunded?**

The booking can be cancelled subject to the terms and conditions agreed between the farmer/trader/FPO and transporter at the time of booking. The refund of any advance payment is also subject to same terms and conditions. The Ministry or the application provider does not have any role to play in this.

**19) Can I make online payment through this portal?**

No. Currently the payment is to be made directly to the transporters.

**20) Is any subsidy or other benefit provided by the Government to farmers for booking a vehicle through this app?**

No. The Government does not provide any subsidy or other benefit for booking a vehicle through this app

**21) Is any tax benefit or exemption provided by the Government to traders for booking a vehicle through this app?**

No. The Government does not provide any tax benefit or exemption for booking a vehicle through this app.

**22) Can I cancel a Posted Load request if I no longer want to ferry my commodity from one place to another through Kisan Rath App?**

Yes. By clicking on “Cancel Request” button against your Raised Request .

**23) Can I close a Posted load Request if I have found a suitable transporter to ferry my commodity from one place to another through Kisan Rath App?**

Yes. By clicking on “Service Availed” button against your Raised Request .

### **Onboarding an aggregator:**

**24) How can a transport aggregator onboard this platform?**

Any transport aggregator wishing to onboard this platform may send a mail to [kisanrath-agri@gov.in](mailto:kisanrath-agri@gov.in) for understanding the process for onboarding.

### **Feedback & Rating:**

**25) Who can provide a rating for the services provided by the transporter?**

Any farmer , trader or FPO who has hired a transport vehicle can give rating to that transporter after completion of the trip.

### **Change Password:**

**26) I cannot see Change Password Option when I Login using OTP Based Login mode?**

Password can be changed by a user only by Logging in through Password Based Login mode. Change Password option cannot be exercised by logging in through OTP Based login mode.

## **Fruits & Vegetables Module (F&V module):**

### **27) I have registered on Kisan Rath, but not able to see the Fruits & Vegetables module?**

Currently, the Fruits & Vegetables module is launched for the State of Assam. Only the users registered in the State of Assam can access it. You can access this once it is launched for your state.

### **28) What are the recommended prices for sale/purchase of various commodities in Fruits & Vegetables module?**

The prices for various commodities depend on the variety and quality of produce and hence the prices are not prescribed by the Kisan Rath app. The buyer and seller can negotiate directly and agree on a suitable price. Kisan Rath app only facilitates connecting the buyers and sellers

### **29) If I list a commodity for sale on Kisan Rath, then can I sell that directly in the market also?**

Yes. Kisan Rath app does not make it compulsory for you to sell the listed commodity through the app only. If you are getting a better price via open market, you are free to sell it directly.

### **30) I am a trader. Can I place a demand for any commodity that I require?**

Yes. Please go to "F&V Demand" in Kisan Rath app. There you can fill in the details of your desired commodity and submit. The interested farmers will then respond to you with their offers.

### **31) Can I make online payment through this portal?**

No. Currently the payment is to be made directly to the seller.

### **32) Can I cancel the sale/purchase order? How will the advance payment be refunded?**

The sale/purchase order can be cancelled subject to the terms and conditions agreed between the buyer and seller at the time of order being placed. The refund of any advance payment is also subject to same terms and conditions. The Ministry or the application provider does not have any role to play in this.

### **33) I am a Farmer/FPO. Which are the commodities' demand (raised by traders )will be notified to me under F&V Demand List on this App?**

You will be receiving demands for those commodities which you have selected in your profile during registration. You can also add/remove commodities from your profile by going to profile section and updating the profile after selecting the required commodities.

### **34) Can I cancel a Posted F&V sale request if I no longer want to sell my F&V through Kisan Rath App?**

Yes. By clicking on “Cancel Request” button against your Raised Request .

**35) Can I close a Posted F&V sale request if I have found a suitable buyer for my F&V through Kisan Rath App?**

Yes. By clicking on “Service Aailed” button against your Raised Request .

**36) Can I cancel a Posted F&V demand request if I no longer want to purchase through Kisan Rath App?**

Yes. By clicking on “Cancel Request” button against your Raised Request .

**37) Can I close a Posted F&V demand request if I have found a suitable seller through Kisan Rath App?**

Yes. By clicking on “Service Aailed” button against your Raised Request .

## **eNAM Users:**

**38) I am already registered on eNAM. Do I need to register again on Kisan Rath?**

You need not register again on Kisan Rath. Please login with the same mobile number which is registered on eNAM. After login you will be asked to fill in few details and then you can start using Kisan Rath. eNAM Traders/FPOs can retrieve their password by clicking on Forgot Password option.

**39) I have created a post load request on eNAM. What do I need to do now?**

You need to login to Kisan Rath and go to “Load Request list”. Select “Enam Post Load Request” and click on “Next” to complete the remaining details and finally submit the request.

**40) I have created a post load request on eNAM, but I already have availability of transport and don't require transport from Kisan Rath. What do I need to do now?**

You need not do anything. The post load request will only be submitted to transporters once you login to Kisan Rath App and submit the request.