

## Instruction Sheet for Change of Login credentials ( When original Phone No. and /or email are not accessible) on Centralised EPR portal for Plastic Packaging

**Step 1 - Access the Complaint Module:** Please login the complaint module using the following link – <https://ep-support.cpcb.gov.in/>

**Step 2 - Submit Your Complaint:** Please select the Issue i.e. “Lost Credentials” and specify the type of change needed (i.e. Email update, Mobile update, or Both) for your account on EPR portal for plastic packaging.

**Step 3 - Provide Remarks:** Enter your remarks including the reason due to which the change request is being raised and click on “**Generate Ticket**” to proceed.

Central Pollution Control Board  
Ministry of Environment, Forest and Climate Change  
Government of India

Ticket Tracker Home Login

Lodge your Complaint First Time Complainant?

Email Id: complainant1@testing.com  
Upload Screenshots of the Issue (Only .pdf)  
Choose File Dum PDF.pdf

Select the portal  
 EPR Plastic  E-Waste Management  EPR Battery  EPR - Management of Waste Tyre

Select the issue from the following  
 Sign up Issues  
 Login Issues  
 Registration Issues  
 Post-registration Issues  
 PIBO Operations Issues  
 PWP Operations Issues  
 Certificate Generation Issues  
 Annual Report Issues  
 Lost Credentials

Select the subcategory from the following  
 Email Change  
 Phone Change  
 Both Change

Issue:  
Authority Changed

Generate Ticket

How Ticket Tracker works?  
1. Lodge the Complaint  
2. Ticket is Generated  
3. Respective department will be notified  
4. Department will resolve the ticket  
5. Ticket will be Closed

**Step 4 - Account Validation:** Provide your unit's GST number for account verification.

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Ticket Tracker Home Logged in as Logout

Requirements for the Change of Credentials Request

Provide the GST of the unit

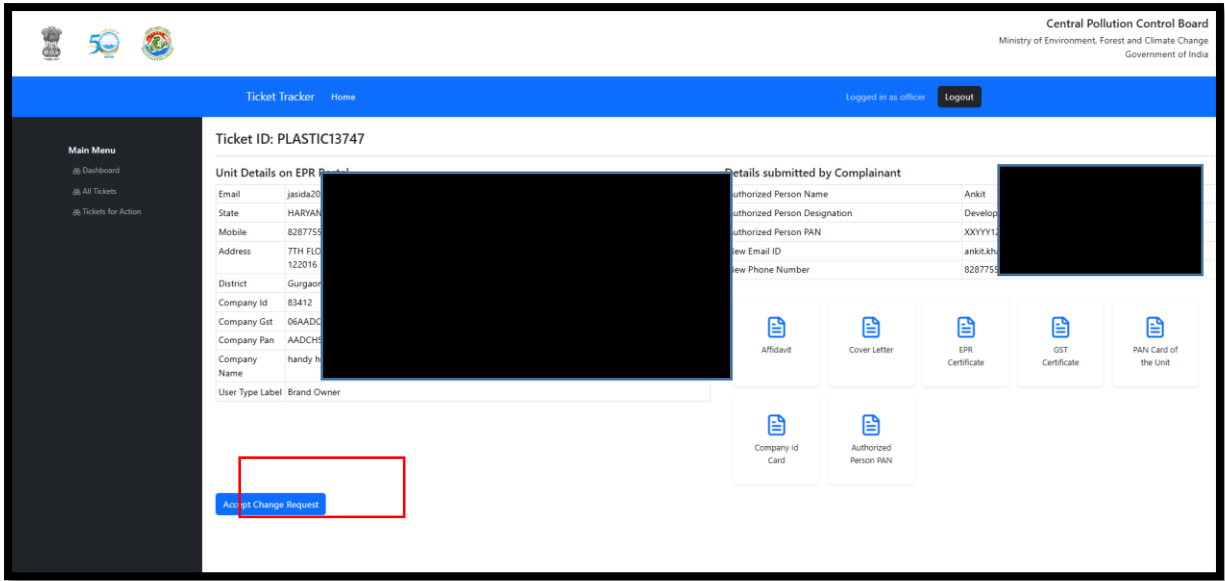
**Step 5 - Update Details:** Enter the new email/mobile details (or both) as per the change specified in step 2, along with the information of your company and the authorized person as shown in the screenshot below. Upload relevant documents including your company's & authorized person PAN, GST, duly signed affidavit (format attached as **Annexure I**) and authorization letter.

**Step 6 - Final Submission:** Click on “Submit Details” to complete the request.

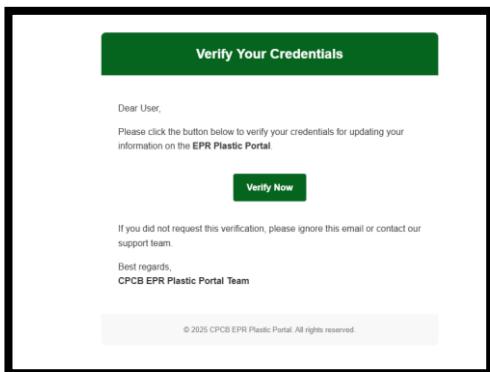
**Step 7 - Check Status:** Your request has been successfully submitted! You can track the status of your ticket on your dashboard.

| Ticket ID    | Generated On | Issue  | Remark  | Closed On      | Status    | Modified On |
|--------------|--------------|--|---|----------------|-----------|-------------|
| PLASTIC98    | 16/04/2024   |  | testing file  | 06/05/2024     | CLOSED    | 06/05/2024  |
| PLASTIC1     | 07/04/2024   | This is a dummy Complaint for first time testing the portal. | Kindly Close the Ticket.  | 08/05/2024     | CLOSED    | 08/05/2024  |
| PLASTIC4063  | 06/08/2024   | Testing, please mark it to parvinder                         | Testing   | 12/08/2024     | CLOSED    | 12/08/2024  |
| PLASTIC3802  | 25/07/2024   | testing, send it to parvinder                                | This issue is resolved now. Please check now.   | 22/08/2024     | CLOSED    | 22/08/2024  |
| PLASTIC5560  | 12/09/2024   | This is a testing from IT Division                           | User needs to upload the pan it will auto populate the name.If the issue still persist kindly raise the ticket again mentioning your current ticket id. | 19/09/2024     | CLOSED    | 19/09/2024  |
| PLASTIC9917  | 12/12/2024   | This is a testing from IT Division                           | Testing.  | 15/01/2025     | CLOSED    | 15/01/2025  |
| PLASTIC11791 | 31/01/2025   | Dummy Ticket for Testing purpose                             | it is a dummy ticket for testing purpose.   | 03/02/2025     | CLOSED    | 03/02/2025  |
| PLASTIC13740 | 04/06/2025   | test   |   | Not Closed Yet | REVIEWING | 04/06/2025  |
| PLASTIC13742 | 04/06/2025   | Dummy  |   | Not Closed Yet | REVIEWING | 04/06/2025  |
| PLASTIC13743 | 06/06/2025   |  |   | Not Closed Yet | OPEN      | 06/06/2025  |
| PLASTIC13744 | 06/06/2025   |  |   | Not Closed Yet | OPEN      | 06/06/2025  |
| PLASTIC13745 | 06/06/2025   |  |   | 06/06/2025     | CLOSED    | 06/06/2025  |
| PLASTIC13746 | 06/06/2025   |  | Change Request Accepted   | 06/06/2025     | CLOSED    | 06/06/2025  |
| PLASTIC13747 | 09/06/2025   | Authority Changed  |   | Not Closed Yet | OPEN      | 09/06/2025  |

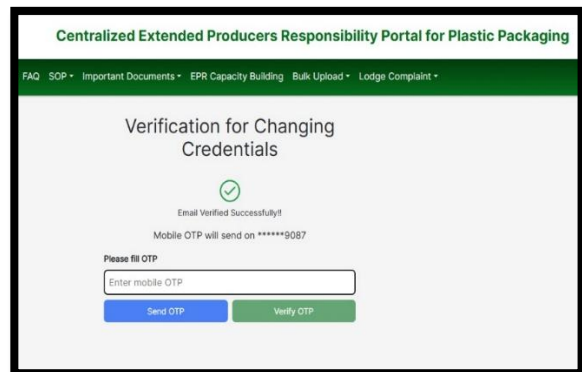
**Step 8 – CPCB Verification:** The CPCB Reviewing Officer will verify the submitted details and a verification link shall be sent to the new phone no. & email id



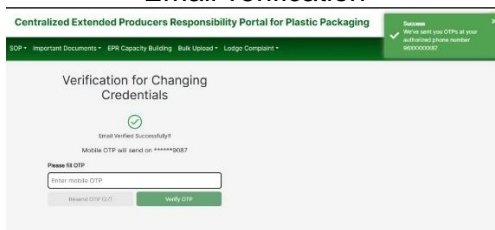
**Step 9 - Email/Mobile (or both) Verification:** Users will receive a verification email on their new or existing email ID. After clicking on “VERIFY NOW”, user will be re-directed to EPR portal for verification of mobile no. An OTP on their new or existing mobile number shall enter the received OTP.



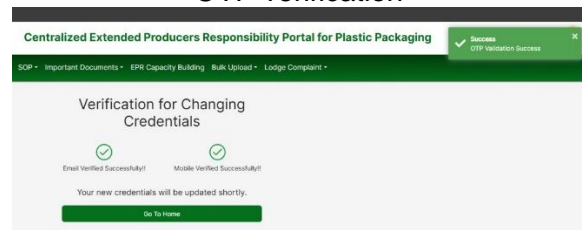
Email verification



OTP verification



OTP Sent on mobile

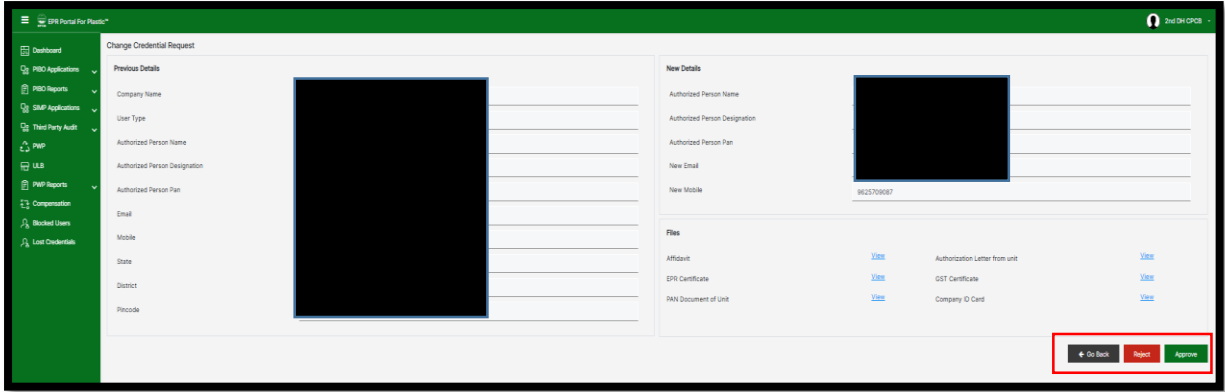


Successful Validation

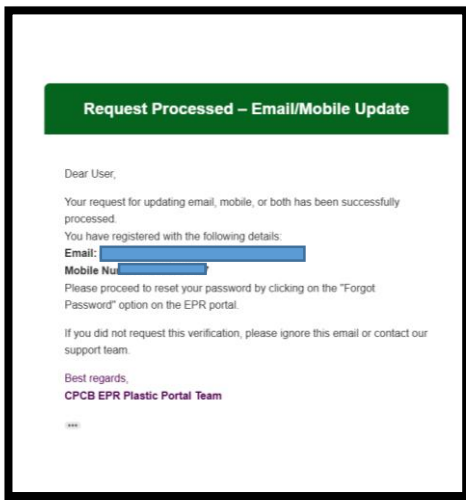
**Note:**

- If request for only one credential (email or mobile) is being raised, the verification link or OTP will be sent to the existing email or mobile number, respectively.
- If request is raised for change of both email and mobile, the verification link and OTP will be sent to the newly updated credentials.

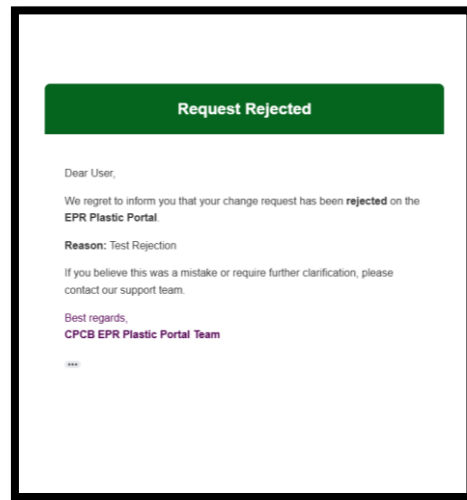
**Step 10 – Updation on EPR portal:** CPCB shall approve the final acceptance/rejection only after successful verification by the user for email/mobile/both change.



**Step 11 – Email Confirmation:** Users shall receive a confirmation email on the new/existing email ID for the acceptance/rejection of their change request along with the reasons, if any.



Change request Approved



Change request Rejected

Users can also check the status of the same request on the complaint module, as per the screenshot below. Users can now reset their password on EPR portal and login using new credentials.

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|--------------|--------------|--|---|----------------|-----------|-------------|
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| PLASTIC13744 | 06/06/2025   |  |   | Not Closed yet | OPEN      | 06/06/2025  |
| PLASTIC13745 | 06/06/2025   |  |   | 06/06/2025     | CLOSED    | 06/06/2025  |
| PLASTIC13746 | 06/06/2025   |  | Change Request Accepted   | 06/06/2025     | CLOSED    | 06/06/2025  |
| PLASTIC13747 | 09/06/2025   | Authority Changed  | Change Request Accepted   | 09/06/2025     | CLOSED    | 09/06/2025  |

**AFFIDAVIT, DECLARATION AND UNDERTAKING**

I, **[Name of the Affiant]**, aged **[Age]** years, son/daughter/wife of **[Father's/Husband's Name]**, residing at **[Complete Address]**, do hereby solemnly affirm and declare as under:

1. That I am the **[designation]** of **[Company/Organization Name]**, having its registered office at **[Company Address]**.
2. That the original authorised person was **[Name], [Designation]**.
3. That the original login credentials registered on the Centralized Plastic EPR Portal are given as **[Email]** and **[Phone No.]**.
4. That the above Email ID and/or Mobile number are no longer available with the company.
5. I request CPCB to change the login credentials associated with our unit's account on the Centralized Plastic EPR Portal as: **[New Email]** and **[New Mobile No.]**.
6. The authorized person shall be changed to **[Name], [Designation], [Aadhar Card NO.], [PAN Card No.]**.
7. That I am attaching the cover letter written on company letter head and other documents as given in Note below along with this affidavit.
8. I solemnly affirm that the above is true and correct to the best of my knowledge, information, and belief.

DEPONENT

[Signature of the  
Affiant]

VERIFICATION

Verified at **[Place]** on this **[Date]** day of **[Month], [Year]**, that the contents of this affidavit are true and correct to my knowledge and belief and nothing material has been concealed or falsely stated therein.

[Signature & Stamp of Notary]

**Note:**

1. This affidavit should be typed on non-judicial stamp paper of Rs.100/- value as per the stamp duty regulations applicable in your state.
2. The affidavit should be signed by the authorized person in the presence of a notary public or an oath commissioner.
3. This affidavit shall be sent along with (i) Cover letter stating the reason for requesting changes in login credentials on company letter head, (ii) Copy of EPR Certificate, (iii) Copy of GST certificate of Company as registered on EPR Portal, (iv) copy of Aadhar card of new authorized person, (v) copy of PAN card of new authorized person, via post to UPC-II, CPCB Head office, East Arjun Nagar, Delhi, 110032.

Please ensure that all details are accurately filled in the affidavit.