

FAQ's

A. General:

1) From where can I download CHC Farm Machinery Mobile App?

The App can be downloaded from Google play store by searching "FARMS" or "FARMS Farm Machinery Solutions". It is supported on devices with Android version 4.0 and above.

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

Yes. The App doesn't work in an Offline mode.

3) Which permissions should be allowed while using the App ?

GPS Location service, Camera service, Photo , media and files access should be allowed and active .

4) 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.

B. Registration:

1) Who can register on this App?

Both CHC Owners (Farmers, Societies and Entrepreneurs) and CHC Users/Farmers can register.

For Govt. CHC the state/ district officer may be registered through state nodal officer on FM DBT portal (agrimachinery.nic.in)

2) 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.

Please note that, the OTP received on mobile will not be auto filled as per Google Play Store policy. The user has to fill it manually.

3) If your District/Sub-District/Village does not appear in dropdown list?

Kindly contact your concerned State/District/Block level nodal officer. State/District/Block level nodal officer will send the District wise Sub-Districts, Village details list in an excel sheet on email id: support-agrimech@gov.in

4) Is multiple registrations allowed from a single mobile number?

Yes. Registration in different category is allowed with same mobile number.

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

After successful registration, you will get a pop up on the screen showing UserId is your mobile number and password will be received on SMS on your mobile after successful registration.

6) What are the Terms and Conditions?

The user can read the T&C on the link provided on mobile app.

7) If a user forgets his User ID or Password?

The user may click on Forgot Password link, and the CHC user/Farmer can reset the password using Mobile Number.

i) CHC Owner's / Service Provider Registration:

1) Is Photograph of CHC mandatory?

Yes. The photograph should be taken through mobile camera standing in front of CHC.

2) Can the photograph be uploaded from gallery?

No. Latitude and Longitude are being captured at the time of taking photograph using mobile camera so photograph cannot be uploaded from gallery.

3) Is ID Proof Mandatory?

Yes. The user can upload any one ID proof among the options available in mobile app.

4) Can the ID proof be uploaded from gallery?

Yes. The ID proof can be uploaded from Gallery or image can be captured using camera as per your convenience.

5) Is GST Number mandatory?

No. Currently GST number is optional.

ii) Farmer / User Registration:

1) Is Land area Mandatory?

NO. It is not.

2) Is Aadhar Number mandatory?

No. Currently the Aadhaar number has been removed.

C. Update Profile:

i) CHC Owner's / Service Provider:

1) Which fields of the profile can be edited?

The user can edit Name, village/town, address and photograph. The photograph should be taken through mobile camera standing in front of new CHC location.

ii) Farmer/CHC User Update Profile:

1) Which fields of the profile can be edited?

The user can edit Name, Address and village/town.

D. Add & Update an Implement :

1) Can I add a Non-subsidized/personal implement for hiring purpose?

Yes.

2) If I cannot find the desired implement in the list?

Kindly contact your concerned State/District/Block level nodal officer. State level nodal officer will request to M&T Division of GOI for addition of implements in the list.

3) Is there any constraint on specifying Hiring cost?

The hiring cost shall not be more than four digit per unit.

4) What is the range of number of machinery?

The number shall be in the range of 1-25.

5) Can I upload implement's photograph from gallery?

Yes. But the user shall ensure to upload the recent photograph.

6) Can I update an implement?

Yes, an implement can be updated.

E. Booking Received by a CHC

1) How it will be notified when I receive a new booking?

You will receive an In-App Notification and SMS on your registered mobile number notifying the same.

F. Booking Cancellation by a CHC:

1) Can a CHC cancel the booking?

Yes. You may cancel the booking by adding reason for the same.

2) How will the farmer be notified when a booking is cancelled by a CHC Centre?

The farmer will receive an In-App Notification and an SMS on his/her registered mobile number notifying the same.

G. Booking Closure:

1) Which details would be required to close the booking?

A six digit PIN will be received by the farmer at the time of booking. That PIN has to be entered in order to close the booking.

H. Change Password:

1) Can a Password be changed?

Yes a password can be changed.

I. Feedback & Rating:

1) Who can record feedback?

If any Farmer has hired a CHC's implement, then that farmer can give feedback and rating will be calculated on the basis of feedback for that CHC and similarly that CHC can give feedback to that farmer.

J. Implement Booking by Farmer:

1) Can I book multiple implements in a go?

NO. You have to book one implement in a booking.

2) What is meant by land area to be operated field?

The user shall enter the area of that portion of land that is to be operated upon by the implement.

3) For how long can an implement be hired?

There is no such restriction on the time duration.

4) If my crop does not figure in the list ?

You may mail us the crop details on support-agrimech@gov.in.

5) Is village mandatory to book an implement?

Yes. To facilitate finding CHCs in nearby areas of your selected village/Town.

6) What is the maximum distance of a CHC from which an implement can be hired?

You can find a CHC within distances of 5 ,20,50 and 200 kilometers from your village/Town.For some selected implements it is PAN India search like for Combine harvester, cotten picker, crane, sugar cane harvester and Dozer.

7) Can I view implement photographs and other details along with CHC details?

Yes. You can view complete implement and CHC details by clicking on the implement name from the list.

8) Is the price of the implement reviewed by M&T division?

No. The M&T division does not play any role in deciding the prices. It is solely decided by the CHC.

9) Is any subsidy provided by the Government for hiring the implements?

No. Subsidy is not provided by the Government.

K. Booking Actions by Farmer

1) Can a farmer cancel the booking?

Yes. The booking can be cancelled by the farmer, provided there is more than three hour gap between booking cancellation time and time from which the implement is proposed to be hired.

2) How will the CHC Centre be notified when booking is cancelled by the farmer?

The CHC center will receive an In-App notification and an SMS on the registered mobile number regarding cancellation.

3) What shall be the course of action to close the booking?

The farmer shall provide a six digit PIN received at the time of booking to successfully close the booking. The farmer does not have to close the booking

L. GUEST USER LOGIN

1) How can we find CHC nearby me?

In guest login, we can search the nearby CHC within 200km using current and manual location. User can login as a guest with mobile number and OTP verification.

2) How can we search and book CHC if there is Town?

In guest login, there is option of search on the basis of town also under urban section.

3) Registration is required for guest login?

No, Any user can directly login as a guest with mobile number and OTP verification.