

## FAQs for National Generic Document Registration System (NGDRS)

Sr.No.	Questions	Answers
1	<b>What URLs can be used to access the NGDRS site?</b>	<b>NGDRS</b> , the National Generic Document Registration System launched by <b>Govt. of India</b> is a state specific instance and it can be accessed from the link given on State Registration website.
2	<b>What are the key features of NGDRS?</b>	<ul style="list-style-type: none"> <li>• The software is configurable as per State specific Property Registration Act.</li> <li>• Facility for Online document entry by citizen.</li> <li>• Online valuation module with stamp duty calculation.</li> <li>• Role-based access to citizens and Department users.</li> <li>• SMS facility to send alerts to citizens &amp; departmental users.</li> <li>• Hierarchy based maker/checker facility.</li> <li>• eKYC - UID based authentication with the help of biometric or iris at the time of Admission.</li> <li>• Linkage with Land records system.</li> <li>• Interface for Online payment facility.</li> <li>• Linkage with stamp inventory software to avoid duplicate usage of used stamp paper.</li> <li>• Storage of copy of registered documents using scanning technology.</li> <li>• View, download scanned documents to generate certified copy for an authorized user.</li> <li>• Unicode based Local Language support.</li> <li>• Registration anywhere within concurrent jurisdiction.</li> <li>• Single log in credentials for all modules.</li> <li>• Daily, Monthly &amp; yearly MIS reports with cash book &amp; other account related reports.</li> </ul>
3	<b>What are the benefits of using NGDRS?</b>	<ul style="list-style-type: none"> <li>• It reduces the administrative overhead of Government departments by minimizing the use of paper, registration time and appointments prior proceeding to the SR office</li> <li>• All registration stake holders are on a single platform.</li> <li>• Citizen empowerment by enabling property valuation on a click achieving easy of doing business.</li> </ul>
4	<b>What security features are implemented in NGDRS?</b>	<ul style="list-style-type: none"> <li>• <b>Security Audit:</b> The NGDRS application has been security audited by empanelled audit agency and the application security audit, the certificate has been obtained.</li> <li>• Aadhaar authentication / OTP based login facility is provided</li> </ul>
5	<b>How can I sign up for Citizen registration?</b>	Signing up for NGDRS is easy - all you need is to fill the form given on respective website and enabling the operations.
6	<b>I am waiting for the OTP,</b>	While using NGDRS, the OTP is sent instantaneously.

	<b>but I haven't received it for more than 5 minutes. What should I do?</b>	Sometimes there may be temporary problems either on our servers (while generating/sending OTP) or in delivery of the SMS by your mobile service provider. We suggest you wait for a few more minutes and try again. There may be event that SMS packs may get exhausted in such event the department takes care of that.
7	<b>I have forgotten my username/password. What should I do?</b>	To recover your username/password, please visit (for e.g.) <a href="https://ngdrsgoa.gov.in/Citizenentry/citizenlogin">https://ngdrsgoa.gov.in/Citizenentry/citizenlogin</a> and use the Forgot Password and provide the secret answer that you have given during the registration process.
8	<b>I registered on NGDRS as a citizen but I want to change my username, is there any way to do so?</b>	Username once created in NGDRS cannot be changed.
9	<b>How do I submit deeds for registration?</b>	Guidelines to submit documents for registration.  Please read the guidelines before filling property registration details at the website ..... Step1: New user registration Step2: Login Step3: Fill all details of A-General Info tab Step4: C-Property details & Valuation Step5: Fill D-Party details and set one party as a presenter. Step6: E-Witness Step7: F-Payment Step8: G-Stamp duty calculation Step 9: H-Pre-Registration Summary Step10: I-Upload File Step11: J- Data submission Step 12: K-Appointment Step 13: Go to the SRO office on the appointment date for further processing.
10	<b>What is the maximum allowed file size that can be uploaded?</b>	The size of document is configurable and it is done as per the requirement of respective States.
11	<b>What type of files can be uploaded?</b>	File types that can be uploaded – pdf.
12	<b>Can I reschedule and/or cancel appointments?</b>	Yes, Reschedule option is provided in citizen entry part from where a citizen can easily reschedule or cancel their appointment till final submission of application.
13	<b>Revert the document</b>	Not possible to revert the document once it is accepted by SRO and processed for payment verification
14	<b>Can stamp duty be paid in your department?</b>	It depends on the state govt. policies whether to accept cash at SR office or online payments directly.
15	<b>Can I get a refund?</b>	Yes, it depends on state govt. policies. You have to contact respective Sub Registrar for this issue.

16	<b>Can I know the status of a payment?</b>	Yes, follow the below Procedure to check payment status: <b>1.</b> Go to the citizen login. There you will find such option made available to check the payment status
17	<b>Which biometric devices are supported by NGDRS to capture fingerprints?</b>	The list of biometric devices currently supported by NGDRS for capturing fingerprints is as below: <b>a)</b> Secugen Thumb Device <b>b)</b> Startech Client
18	<b>The process to install a biometric device</b>	Steps for installing the biometric device driver and installation; <b>1.</b> Your download file name would be secugenclient unzip the file by right click on the zip folder. <b>2.</b> Open All in one SecugenDriver Folder. <b>3.</b> Double click sgdrvsetup_wbf.exe to install the driver. <b>4.</b> Connect the Secugen Biometric Device to USB port. <b>5.</b> Double Click sgdx.exe to check device working or not. <b>6.</b> Open HTTPS Web API Folder. <b>7. For32 Bit machine</b> Rt. Click SGI_BWAPI_S_Win_32bit_1.0.0.21.exe and select run as administrator. Then Install properly. <b>For64 bit Machine</b> Rt. Click SGI_BWAPI_S_Win_64bit_1.0.0.21.exe and select run as administrator. Then install properly. <b>8.</b> Copy and Paste this URL: “https://SGIWEBSRV:8000/SGIFPCapture” in the browser and place your finger on the device. <b>9.</b> Hit Enter key. <b>10.</b> “Error Code”: “0” means device working fine.
19	<b>After Capturing biometric capture, I am getting an error message "Error code 10000"?</b>	Uninstall the biometric software and re-install it.
20	<b>I have completed registration, how do I make a change?</b>	Not possible to make any changes once the property registration process is completed.
21	<b>How can I edit the information displayed (like name, article, party type etc) in my endorsement deed report?</b>	Citizens get ample opportunities to edit the application before final submission. Still SRO can revert to citizen for corrections if any.
22	<b>Want to change my registered mobile number in my account? Is there any provision to update mobile number?</b>	Mobile number updation is not yet given to the user, but on request from State Registrar office the mobile number be updated
23	<b>Payment Deduct But Receipt not generate By NGDRS</b>	Procedure to check payment status or for transaction id: <b>1.</b> Go to the citizen login.

	<b>GRAS PAYMENT</b>	<p>2. Click on the sub-menu of Document entry i.e. Gras double verification.</p> <p>3. Enter your token no. and submit.</p> <p>4. And then check the status of your payment in the status column of the below-displayed table.</p>
<b>24</b>	<b>Challan created successfully, but unable to make payment.</b>	Enter the newly created challan number instead of the previous one.
<b>25</b>	<b>Invalid service response while paying the registration fee.</b>	Sometimes due to network issues this type of problem occurred please try after sometime.