

FAQs for National Generic Document Registration System (NGDRS)

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

	but I haven't received it for more than 5 minutes. What should I do?	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	I have forgotten my username/password. What should I do?	To recover your username/password, please visit (for e.g.) https://ngdrsgoa.gov.in/Citizenentry/citizenlogin and use the Forgot Password and provide the secret answer that you have given during the registration process.
8	I registered on NGDRS as a citizen but I want to change my username, is there any way to do so?	Username once created in NGDRS cannot be changed.
9	How do I submit deeds for registration?	<p>Guidelines to submit documents for registration.</p> <p>Please read the guidelines before filling property registration details at the website</p> <p>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.</p>
10	What is the maximum allowed file size that can be uploaded?	The size of document is configurable and it is done as per the requirement of respective States.
11	What type of files can be uploaded?	File types that can be uploaded – pdf.
12	Can I reschedule and/or cancel appointments?	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	Revert the document	Not possible to revert the document once it is accepted by SRO and processed for payment verification
14	Can stamp duty be paid in your department?	It depends on the state govt. policies whether to accept cash at SR office or online payments directly.
15	Can I get a refund?	Yes, it depends on state govt. policies. You have to contact respective Sub Registrar for this issue.

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

	GRAS PAYMENT	<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>
24	Challan created successfully, but unable to make payment.	Enter the newly created challan number instead of the previous one.
25	Invalid service response while paying the registration fee.	Sometimes due to network issues this type of problem occurred please try after sometime.