Citizen FAQs

1) Appointment reschedule limit exceeded / Appointment has exceeded the limit & stamp paper has been locked.kindly unlock the stamp paper.

- You have used 3 rescheduling options, if you still want to take appointment and modify the content of token.

  Now Only respective DM have option to given once chance of rescheduling. meet DM and DM feel it is genuine, once more change you will get.

2) Revert Appointment for change Sub Registrar office .

- SRO will revert the appointment. Please contact to respective SRO.

  NOTE: If you changed Sub Registred office all details will be deleted(Eg.Payment,fee claculations).

3) Revert back the Document/Token number

- Case 1: Only SRO can revert your token. Please contact to SRO.

- Case 2 :At SRO end If step 1 is completed then SRO can not be revert the Document/Token number.

  Then Please share the mail with the approval of Nodal officer : Shri. Balram Meena 'sdmhq4divcomm.delhi@delhi.gov.in'.

4) Party details are not shown at stage-3 (SRO Login).

- Case 1: IN SRO Login ,In step 3 click party info button and set executer Yes.
   Case 2 : Please check Party has selected home visit.

5) "Error This EStamp certificate is Used in the token number:"----- "

- Case1: Please check this token number "--------" from your login and delete the payment from this token number and add E-stamp paper detail in valid token number.

   Case 2: If token number is Not editable then please contact to SRO to revert the document/Token number.

6) error 1:

- Please check you are entering the wrong date OR estamp certificate number. Please recheck before entering.

7) Payment not verified:

- Please check the fee calculation is proper or not.

8) Can not changed document details .

- After data submission citizen can not change documents details.

9) Delete The Pre Registration ID/Token no:

- There is no provision to delete the Pre Registration Id/ Token no.

10) Document is not editable

- Please check your document is submitted. If document is submitted, You cannot edit the document .Only After SRO revert You can edit document.