SRO FAQs

1) 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.

2) SHCIL ERROR certificate can not lock- additional estamp certificate under the process

   - Please contact to Stockholding Department.

3) certificate already has been locked

   - Please using this link
   https://www.shcilestamp.com/eStampIndia/VerifyCertificate.es?rDoAction=VerifyCert the
   data and share the screenshot to 'helpdesk.ngdrs@nic.in'.

4) Cancel the Token number/document

   -SRO can refuse the document if step 1 is completed.

5) Document number is already registered ,Not able to generate document number.

   - Please check Doc proof number shared while launching NGDRS site in your office.

   Doc proof number shared to NGDRS will be previous.

6) Wrongly taken parties photo, witness photo, mismatch photos, wrongly entered parties name ,witness name.

  - Please share mail to 'helpdesk.ngdrs@nic.in' with approval of Nodal officer: Shri. Balram Meena
sdmhq4divcomm.delhi@delhi.gov.in.

7) 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'.