

FAQ

Que. What is E- Registration (SAMPADA) ?

SAMPADA denotes stamps and management of property and documents application. Sampada means registration of documents through computerized and Web Enabled system of registration of documents.

Que. What is E-Stamp?

E-stamp or electronic stamp means an electronically generated impression on paper to denote the payment of stamp duty or such other amount that would have otherwise been paid as an impressed or adhesive or franked stamp, issued from the Electronic Stamping System.

Que. What are the advantages of SAMPADA ?

Following are the advantages SAMPADA :-

- (1) Any citizen having Id Proof, email id, mobile no. can register himself/herself with E-Panjiyan system through User Registration module of the application.
- (2) Any citizen can view collector guide line of market value of any place situated in Madhya Pradesh.
- (3) Registered user of the application can calculate on his/her own market value of any property situated in M.P. using Property Valuation module of the application.
- (4) Registered user can calculate stamp duty for various transactions using Duty Calculation module of the application.
- (5) Registered user can initiate application from anywhere, pay requisite duty and fee, book slot of the concerned Sub Registrar for registration of document.

Que. Who is authorized to issue license to Service Providers (SP)?

Senior District Registrar / District Registrar of the District

Que. What are the classes of Service Providers?

There are two classes of Service Providers:-

- (1) Individual
- (2) Banks/financial Institutions/Post Offices

Que. What is the eligibility criteria for Service Providers?

As per Gazette Notification dated 01-11-2014 Eligibility for Service Provider is as under -

Applicant :-

- (1) is over 21 years of age, on the date of the application,
- (2) is not employed in any department of Government / Government Undertaking / Local body, and
- (3) Has passed the Higher Secondary School Certificate Examination of Madhya Pradesh Board of Secondary Education or an equivalent examination from a recognised institution.
- (4) Possess an electronic Signature as per provisions of sub-clause n(ta) of clause (1) of section 2 of the information technology act 2000, (No. 21 of 2000) computer, printer, Biometric device, electronic

- writing pen, web camera, UPS, scanner and any other computer peripherals specified by the department and broad band/high speed internet connection.
- (5) Is financially able to obtain credit limit for sale of e-stamps and to provide other related services.
 - (6) has knowledge of computer operations
 - (7) is capable of providing services in both Hindi and English languages and
 - (8) has working knowledge of the Indian Stamp Act, 1899 (No. II of 1899) and the Registration Act 1908 (No. 16 of 1908) and rules made there under.

Que. What is the duration of license for Service Providers?

License can be granted to eligible applicant on payment of license fee for 2 year or up to 31st March of the second financial year whichever is earlier.

Que. What are the different modes of payment for Stamp Duty and Registration Fees?

There are 3 modes of payment:-

- (i) Challan
- (ii) Online payment
- (iii) Using credit limit of Service Providers.

In addition to above Cash payment can also be made in Sub-registrar office against Stamp duty / Registration Fees.

Que. What is the Credit Limit of Service Providers?

On advance payment into Government account, Service Providers are issued a Credit Limit of that amount which has been paid in advance. Against this Credit Limit service Providers are authorized to sell e-stamp and deliver other services under e-panjiyan system. Two types of Credit Limit are issued to the Service Providers

- (i) Credit Limit for sale of e-stamp
- (ii) Credit Limit for other services

Commission is payable only for first type of Credit Limit which is added at the time of each transaction of e-stamp sale to the account of Service Provider after adjusting payments made by him/her against the Credit Limit.

Que. After making payments against Stamp Duty what type of receipt is obtained from the system by the party?

Receipt contains following information:-

- (i) Transaction Id
- (ii) Amount
- (iii) Date
- (iv) Payment mode
- (v) Purpose
- (vi) Issuer name

Que. What information is contained in the e-stamp generated by the system "SAMPADA" ?

Each e-stamp bears

- (1) A Serial Number / Unique Identification Number, to ensure that it can not be re-used,
- (2) The date and time of issuance and amount of stamp duty in words and figures,
- (3) The name and address of the purchaser and of the parties to the document,
- (4) A brief description of the property and the contents being the subject matter of the document,
- (5) The user ID and Code of the Service Provider / Authorised Officer issuing the e-stamp,
- (6) Digital Signature / Seal of the e-stamp issuing Service Provider/ Authorised Officer and security features such as Bar Code /Micro point optical water mark Crypto mark, Background print etc.

Que. What is the significance of e-stamp code?

For the documents which are compulsorily registrable e-stamp is not printable before registration completion. It gets printed on the final document after registration in the office of Sub Registrar. E-stamp code is generated by the system on payment of Stamp Duty and its realization in Government account. With the reference of this e-stamp code applicant can view information regarding amount paid, party details, particulars of transaction.

Que. What type of computer knowledge is required to use "SAMPADA" application?

Ans:- This application is user friendly. Common knowledge of using computers is sufficient.

Que. Is it necessary to become a registered user every time when one logs in "SAMPADA" application?

Ans:- NO, once registered with "SAMPADA" application you can access the same with your login ID and password.

Que. Is refund of E-stamp is permissible ?

Ans:- Refund of E-Stamp is permissible under certain circumstances subject to the provisions of section 49,50,51 of Indian Stamp Act,1899.

Que. To whom refund amount will be paid -service provider or stamp purchaser?

Ans:- The refund is made in the Bank account of the applicant on substantiating the facts to District Registrar.

Que. After deed consumption and payment of stamp duty, can any fact/line/Para of the deed be edited ?

Ans:- NO, please be aware of the fact that after deed consumption and payment of stamp duty pdf of the deed gets attached with "SAMPADA", hence no amendment in the deed is permissible.

Que. Within how many days/months of registration initiation one can book the slot ?

Ans:- Under provisions of Registration Act, 1908 within four months of the execution date slot can be booked for registration subject to end of current financial year.

Que. How much credit limit is mandatory for a service provider to perform his activities ?

Ans.-NO, minimum credit limit has been provisioned for Service Providers. Two credit limits are required for selling of E-stamps and other services separately.

Que. Who will be responsible to provide space and other infrastructure facilities for service providers?

Ans :- Service Providers will have to make arrangement for the same on their own.

Que. Where from a Service Provider can get technical assistance/training to work on "SAMPADA" application ?

Ans. – User manual is available on the Home page of the website. Service provider can download the same and for training he/she should apply to respective DR who will arrange for the necessary training.

Que. Can any computer/laptop be used ?

Ans:- Yes, but it is suggested that for easy access of "SAMPADA" application computer/laptop prescribed configuration should be used.

Que. Will it be preferable for a Service Provider to have his/her work place near sub registrar office?

Ans :- A Service Provider can do his/her work any where. He/she does not need to go to sub-registrar office for registration completion process, hence physical distance has nothing to do.

Que. Is there any fixed duration for which Service Provider can access "SAMPADA" application?

Ans :- Service provider can access "SAMPADA" application any time. There is no fixed duration, its 24x7.

Que. Is "SAMPADA" application accessible with any Internet connection?

Ans :- For external users it is accessible with any Internet connection.

Que. What to do if a user faces problems regarding net speed/ Application related issues ?

Ans :- In that case content of problem with print screen can be e-mailed to helpdesk at the e-mail Id sampadahd@gmail.com or contact helpdesk team on the no. 0755-2573842, 0755-2573852.

Que. How to obtain Collector Guideline of any District in MP ?

Ans :- Guidelines of all the Districts of MADHAYA PRADESH are available on the home page of "SAMPADA". Guideline of any district can be downloaded after selecting the same from the dropdown list.

Que. How to obtain Certified copy of registered document ?

Ans :- It can be obtained using Certified copy issuance module of "SAMPADA".

Que. How to obtain information regarding stamp duty payable on various documents?

Ans :- Information can be obtain from schedule-I-A given on the website www.mpigr.gov.in where documents wise payable duty is mentioned.

Que. How to register suggestions during guideline preparation?

Ans:- After viewing draft guidelines available on "SAMPADA" suggestions can be e-mailed to district registrar/collector of the district.

Que. Is a SP authorized to issue E-stamp for the documents whose registration is mandatory?

Ans. – No, SP can generate only e-stamp code for the documents whose registration is mandatory. SP can issue E-stamp for optional documents which are not brought for registration provided he/she possesses digital signature.

Que. Can a SP use his/her credit limit for making payments for registration application initiated from other SP-login?

Ans.- No, SP can make payments for only those applications which are initiated from his/her own login.

Que. Can a registered user make payments using his/her own online bank account?

Ans.- Yes

Que. Can a registered user recover his/her password, if forgotten ?

Ans.-Yes, he/she can recover it on clicking forgot password link.

Que. Can a registered user lock his/her own property for which he has a valid E-Registration number?

Ans.- Yes

Que. Can a SP link the E-Registration number from previous E-Registration number?

Ans. No, only maker and checker can link the property at SR office.

Que. Can a service provider log protest/caveats?

Ans.-No, only SR (checker) or an authorized employee can log protest/caveats.

Que. Can a registered user /SP edit his/her profile detail ?

Ans. – Yes to certain extent, Registered user /SP can edit his/her profile detail e.g. address, mobile no. etc. by user account management module.

Que. Can any Citizen search the registered document in SAMPADA on the basis of property/party detail?

Ans. – A Citizen after becoming registered user can search the registered documents in SAMPADA on the basis of property/party detail subject to provisions of the Registration Act,1908.

Que. Are property/party detail editable after payment of stamp duty?

Que. Can user book a slot for next financial year?

Ans. – No

Que. During registration initiation process, due to some reason my computer is turned off, how can I resume again on same registration initiation?

Ans. - IGRS system provides a dashboard which displays all the registration initiation id's that you have done so far. You just click on registration id link and resume your work again.

Que. How Can I reuse the deed?

ANS-You create a **draft** using "create deed" option and whenever you want to use the draft you derive the draft using "derive draft" option and you get a new deed and finally edit the newly created deed.

Que- What will I do if I could not visit the sub registrar office on allotted time and date?

ANS-you can reschedule your slot using your registration initiation id.

Que- Is cheque acceptable against payment of duty or fees ?

Ans :- No,