

Government of Jammu and Kashmir
Office of the Inspector General of Registration, J&K
Srinagar/Jammu

Subject: Standard Operating Procedure (SOP) for resolution of technical issues on account of locking of e-stamp certificates.

Circular No: 08 - REG of 2025

Dated: 02.09.2025

Reference:

1. Letter No: Rev-Regt/75/2023 (7365905) dated 20.08.2025 of the Revenue Department J&K.
2. O.M No: FD-ST/148/2024-03 dated 30.04.2025 of the Finance Department J&K
3. U.O No: LAW-SL/65/2024-10 dated 28.02.2025 of the Department of Law, Justice and Parliamentary Affairs J&K.
4. E-office File No: Inspector General of Registration, J&K File No. IGR-NGDR/31/2023-01 E- 7359433.

There have been instances where e-stamp certificates have come to be inadvertently locked in the online National Generic Document Registration System (NGDRS) due to technical glitches or connectivity issues. The locking action on the Stock Holding Corporation of India (SHCIL) portal is sometimes not confirmed on NGDRS, due to which the payment step is not cleared in the software and citizens may have to face inconvenience. In view of the necessity to facilitate registrations on the date of appointment without subjecting the citizens to inconvenience, it has been felt necessary to put in place the necessary standard operating procedure for the purpose of unlocking of e-stamp certificates locked/defaced in NGDRS due to technical glitches.

Section 69 (j) of the Registration Act, 1908 provides for supervisory powers to the Inspector General of Registration for regulating the proceedings of the Registrars and Sub-Registrars. Accordingly, as approved by the Departments of Revenue, Finance and Law, Justice and Parliamentary Affairs vide reference quoted above, the following guidelines are hereby issued in terms of the powers conferred under Section 69 (j) of the Registration Act 1908, for resolution of technical issues arising due to e-stamp certificate



being locked in NGDRS on account of any technical issue in the NGDRS /SHCIL portals or at Sub Registrar level including connectivity issues:

i) The Sub Registrar concerned shall recommend the e-stamp for unlocking after verifying that the same has not been used in the registration of any document (s) in their office and his /her recommendation in this regard shall invariably be supported with a certificate to that effect. The said recommendation shall be furnished to the concerned AIGR.

ii) The AIGRs shall verify that the e-stamp has not been used in any other SR Office in the registration of any document (s) and produce a certificate to that effect.

iii) Based on the recommendations and certifications of the concerned Sub Registrar and AIGR, the IGR office shall formally place a request to SHCIL for release/unlocking.

iv) Once the e stamp certificate is unlocked by SHCIL, the Sub Registrar concerned should ensure that the same is promptly locked/ defaced against the document for which it was originally generated.

v) An intimation to this effect shall also be made to the Deputy Commissioner, Stamps Department.

Sd/-

Inspector General of Registration, J&K

No: IGR/Gen/35/2025/ 287

Dated: 02.09.2025

Copy to:

1. Financial Commissioner (ACS) Revenue, J&K.
2. Principal Secretary to Government, Finance Department J&K.
3. Secretary to Government, Revenue Department J&K.
4. Head of Department, SDU NIC Pune.
5. Commissioner of Stamps, J&K.
6. Additional Inspector General of Registration, Kashmir/Jammu.
7. Regional Manager, SHCIL Chandigarh
8. Registrars (All).
9. Deputy Commissioner Stamps (Kashmir/Jammu)
10. Sub Registrars (All).
11. In-charge Departmental Website
12. Office Record.



Tehsildar Headquarter,

O/o Inspector General of Registration, J&K