

Frequently Asked Questions (FAQ)

FAQ 1: Can we change the languages when citizens enter the page?

Ans: Yes. We can change the languages on the home page and also after login to the application by selecting the language change toggle button which is present at the top of the page for both English/Kannada.

FAQ 2: How to register first-time users?

Ans: For the first time users go to the Kaveri 2.0 website **URL:" <https://kaveri.karnataka.gov.in/landing-page>"** in any of the browsers and click on the **register button**, enter the citizen details which all are mandatory fields, then citizen will get the auto-generated password to your register mobile number/e-Mail ID. After that, you can log in to the citizen page by using your email id and generated password to avail of the services.

FAQ 3: Can we reset the password?

Ans: Yes. Post login to the portal there is an option called "Change password" by clicking profile/account which is present at the right top corner of the screen to reset the password by providing the Old password & new password then click on Change, after that, you can log in to the portal with a new password.

FAQ 4: Are first-party details can be editable?

Ans:

- ❖ Yes. For Non-Transferable deed editing of the first party is allowed for example: Discharge deed, Agreement, etc...
- ❖ Yes. In the case of court-executed documents editing of the first party is allowed.
- ❖ No. For Transferable deed editing of the first party is not allowed. For example Sale deed, Gift deed, Exchange deed, etc... because Executant 1 details will be fetched from the property owner's details from the concerned databases. You need to enter your salutation, age, Id proof, relationship, and profession. Usually, the property owner will be the executant, and some of the details of the property owner are auto-populated from the property owner details of the Bhoomi/E-Swattu/E-Aasthi/BBMP/BDA, etc.

FAQ 5: Is the consenting witness chargeable?

Ans: Yes. Any person that is over the age of eighteen and is not the buyer of the seller can be a witness. The witness needs to be present throughout the entire process. Additional charges of Rs.100/- for each consenting witness.

FAQ 6: Is Private attendance is chargeable?

Ans: Yes. It requires officials to visit the applicant's places to capture the required information to offer the service. Additional charges of Rs. 1000 /-

FAQ 7: Whether GPA or Special GPA also to be uploaded?

Ans: Yes. It is mandatory to upload the GPA or Special GPA document.

FAQ 8: Whether upload of the document can be done using the login Id of a third person?

Ans: No. It is not possible, because each login is mapped to the respective application. For example, if the application is submitted with an “x” login then the upload of the document should be done with the same login.

FAQ 9: How citizen can do online payment for registration?

Ans: When citizens receive a notification for payment, a citizen can pay the required amount online by selecting the payment gateway and selecting the applicable mode of payment and paying the required amount on the fly.

FAQ 10: Are there multiple payment modes available?

Ans: Yes.

- ❖ Net banking – Citizens can use their net banking-enabled account to make the online payment
- ❖ Debit Card/Credit Card – Citizen can use their Debit/Credit cards which are provided by the bank to make the online payment
- ❖ UPI (GPay/Phone Pay)– Citizens can use their UPI-enabled account to make the online payment

FAQ 11: Is rescheduling possible?

Ans: Yes. After scheduling, in any case, if it is required to reschedule the slot we need to wait for 24 hours to reschedule the slot.

FAQ 12: Are there any charges for rescheduling?

Ans: No. There are no charges for the rescheduling of the slot.

FAQ 13: Whether the duly executed document is to be submitted for approval?

Ans: No. A draft copy without the signature of the parties may also be submitted online for approval. However, once it is approved no changes be made to the content of the document except the description made in the payment schedule. This facilitates to insert of the data pertaining to the Cheque / Draft Number issued by the Bank/Financial Institution in case of any loan availed by the financial institutions

- ❖ No changes are made to the Name of the Executants.
- ❖ No changes are made to the Schedule of the Property.
- ❖ Nature of the Document cannot be altered.
- ❖ Consideration value cannot be altered.

FAQ 14: What is the time limit given to the Sub Registrar for scrutiny and approval of documents submitted online?

Ans: Sub Registrars are required either to approve or send back the application with remarks within 24 hours of the application submission.

FAQ 15: Is the edit option available to resubmit the document after effecting the required changes as suggested by the Sub Registrar?

Ans: Once the document is sent back to the presenter for resubmission the same application is to be re-submitted for approval after editing the original document. It is not required to enter all the required data once again.

FAQ 16: Whether Sub Registrar can change the Market Value of the Document?

Ans: Yes. Sub Registrars are authorized to fix the correct market value for the property based on the guidance value published by the Government. In case of a wrong selection made by the applicant to determine Market value, the Sub Registrar will have the liberty to select the correct market value field and send it back to the presenter for resubmission.

FAQ 17: Whether the Sub-registrar has the power to suggest modification in the contents of the document submitted online?

Ans: No. Sub Registrars have no powers to suggest any modification in the contents (body) of the documents submitted for online registration. Documents cannot be rejected and sent back to the presenter suggesting any modification in the aversion made in the Document.

FAQ 18: What is the procedure if the parties do not appear for registration during the allotted slot whether a change of slot is permitted?

Ans: 1. Reschedule the slot if the parties are absent for the booked slot.
2. or document may be kept pending for the appearance of the party - In this case, your registration will be kept pending with remarks and an endorsement is generated, printed, and given to you. Contact Sub Registrar for more information.

FAQ 19: Whether witnesses may be different from persons signed in the document?

Ans: Yes. For a change of witnesses option is provided at the data entry operator level.

FAQ 20: Whether Stamp duty paid for registration refundable in case of cancellation of slot?

Ans: Yes. Once the registration process is completed no refund is permitted. However In case of cancellation before its registration (even after booking a slot for registration) refund is permissible.

FAQ 21: Is the Public Grievance System established?

Ans: Yes. The facility is available for citizens to raise grievances for below said helpline number. Help Line Contact Number: **080-68265316**

FAQ 22: is there a facility available for the submission of online complaints?

Ans: Yes. The facility is available for citizens to submit the complaints for below-said email ids
helpdsr@karnataka.gov.in , igrshelpline@gmail.com

FAQ 23: Whether the department is interacting through its social media.

Ans: Yes. The Department of Stamps and Registration actively participates to post new events, activities, etc...on the department's social media page, Please find the below URLs.

Facebook - <https://www.facebook.com/Department-of-stamps-and-Registration-Karnataka-404628796336990/>

Twitter - <https://twitter.com/IGRKarnataka>

FAQ 24: Whether the department tutorial videos?

Ans: Yes. Department has its own YouTube channel and regularly releases tutorial videos related to Kaveri2.0. Please find the below URLs.

YouTube - <https://youtube.com/channel/UCV2rViMYIRNLB0baOeZsVag>