

FAQs for Society Registration System (SRS)

Sr. No.	Questions	Answers
1	What URLs can be used to access the Society Registration site?	The Society Registration System launched by Govt. of Goa is a state specific instance and it can be accessed from the link given on State Registration website.
2	What are the key features of Society Registration?	<ul style="list-style-type: none"> • The software is configurable as per Society Registration Act. • Role-based access to Department users. • SMS facility to send alerts to citizens & departmental users. • Hierarchy based scrutiny of application. • Interface for Online payment facility.
3	What are the benefits of using Society Registration?	<ul style="list-style-type: none"> • It reduces the administrative overhead of Government departments by minimizing the use of paper, registration time before proceeding to the SR office
4	What security features are implemented in Society Registration?	<ul style="list-style-type: none"> • Security Audit: The SRS application has been security audited by empanelled audit agency and the application security audit, the certificate has been obtained. • Password / OTP based login facility is provided
5	How can I sign up for Citizen registration?	Signing up for SRS is easy - all you need is to fill the Form given on respective website and Login Id will be given to you for further process through SMS.
6	I am waiting for the OTP, but I haven't received it for more than 5 minutes. What should I do?	While using SRS, the OTP is sent instantaneously. Sometimes there may be temporary problems either on our servers (while generating/sending OTP) or in delivery of the SMS by your mobile service provider. We suggest you wait for a few more minutes and try again. There may be event that SMS packs may get exhausted in such event the department takes care of that.
7	I have forgotten my username/password. What should I do?	To recover your username/password Contact to Your Department they will reset your Password then go to Generate Password Page and enter your User Id after that you can set your New Password.
8	How do I upload documents for registration?	<p>Guidelines to submit documents for registration.</p> <p>Please read the guidelines before applying for Society registration details at the website</p> <p>Step1: New user registration Step2: Login Step3: Fill all details of -Society Step4: Fill the Members Details Step5: I-Upload File Step6: J- Data submission Step 7: Wait for verification by SRO Step 8 : Proceed for Payment Step 9: Go to the SRO office after two working days to</p>

		collect the Certificate
9	What is the maximum allowed file size that can be uploaded?	The maximum size of document is 5 MB and it is done as per the requirement of department.
10	What type of files can be uploaded?	File types that can be uploaded – only Pdf files.
11	Revert the document	Not possible to revert the document once it is accepted by SRO and processed for payment verification
12	Can I know the status of a payment?	Yes, follow the below Procedure to check payment status: 1. Go to the citizen login. There you will find such option made available to check the payment status
13	Amount is deducted still showing Make Payment	If you have already paid. Please wait for some time it will take time to update the status in application
14	Invalid service response while paying the registration fee.	Sometimes due to network issues this type of problem occurred please try after sometime.