CARD PRIMME FAQS

Q: SRO not able to Login

The reason for this is either

- Mismatch of aadhar
- If device drivers are not available on the system
- Mantra is used for ekyc and secugen is for esign. If the devices are swapped
- SRO is not listed

Q: Secugen Device issue

Need to change port or restart the system

Q: Challan Not found

The mentioned challans were generated through RTGS mode and we are yet to receive a response from RBI, we escalated the same with the RBI Team and waiting for a response.

Q:Application ID not displayed in Scrutiny page

If the document is entered, submitted and then deleted.In this kind of scenario the application ID is not shown in scrutiny for SRO

Q: Anywhere document has 3 schedules and only one schedule has ADD Comment. The remaining were not commented.

Anywhere comment must be added to all the schedules and only then the pertaining SRO will be able to view the application.

Q: Page numbers to be generated must be specified appropriately

Usually the nominee details along with aadhar details are specified while accepting. If the page numbers are not correct the the endorsement will have wrong pages printed

Q: Incorrect Nominee & Aadhar details given while accepting

Due to this, the document handover will not happen and it cannot be reverted.

Q: Nominee not available at document Handover

For any reason the nominee is not present during document handover, this must be brought to SUPT card SUPT CARD IGRS AP <supdt.card@igrs.ap.gov.in> attention for rectification.

Q: Online option selected for physical document.

If online is opted at Accept for a physical document, online bundling is not feasible for physical document. this must be brought to SUPT card SUPT CARD IGRS AP <supdt.card@igrs.ap.gov.in> attention for rectification.

Q: Wrong Aadhar provided in party details at PDE without OTP while adding parties

EKYC will not be possible in this scenario due to mismatch of aadhar.

Q: Device drivers not installed properly

Most of the EKYC errors are due to missing driver installations of devices used.

- If device drivers are not available on the system
- Mantra is used for ekyc and secugen is for esign. If the devices are swapped

Q: Duplicate aadhar numbers while adding the parties in PDE

Executant and claimant are provided with same aadhar number with different names. EKYC is displaying the same photo for both executant and claimant.

Q:Different witnesses in different systems for the same application ID

One of the SRO offices opened the same application ID in two different systems and each system had a different witness1 which caused an error. This must be avoided.

Q:Survey numbers not displayed . Pahani or adagal details are not provided during the document entry

Wrong survey numbers are provided or the webland data is not available in these scenarios.

Q: Assigning number misread as checkslip number

No data retrieved.Ensure proper assigning number is searched

Q: Esign lock and unlock biometric issue

Executing esign with out unlocking aadhar due to which esign cannot be complete. The aadhar must be unlocked or disabled from aadhar portal. While unlocking opt for more minutes to avoid autolock

Q: Esign without valid aadhar number

Impersonating the aadhar will not complete esign process. Certain SRO offices are providing an aadhar for a different person where the thumb mismatches

Q:Esign issue due to wrong device

Precision is for ekyc & esign, Secugen is only for thumb capturing. Startek device is for both thumb & IRIS.

Q: Unassigned SRO used for esign

If the SRO is not listed in the district , the esign will throw an error.

Q: Esign NSDL site not responding

Usually support team will communicate with NSDL site for not being responsive