

**Frequently Asked Questions:**

<b>S.NO</b>	<b>Questions</b>	<b>Answers</b>
1.	<b><i>What is Purpose of Portal..?</i></b>	For managing ESBTR stationary and printing ESBTR receipt ESBTR inventory module has been developed.
2.	<b><i>Who will create login credential for Inventory module.</i></b>	Your concern Circle office will create the user id Branch officials.
3.	<b><i>Password is not working, to whom should I contact..?</i></b>	Kindly contact You Circle office for resetting the password.
4.	<b><i>What are steps to follow to issue esbtr receipt?</i></b>	<b>Step 1:</b> Acknowledge the stationary <b>Step 2:</b> print the payment details on esbtr stationary. <b>Step 3:</b> Update the printing status with NIC server.
5.	<b><i>GRN number is not visible</i></b>	Kindly re-push the grns details to inventory module using the following URL: <a href="https://gateway.netpnb.com/MahaStamp/esbtrverify.aspx">https://gateway.netpnb.com/MahaStamp/esbtrverify.aspx</a>
6.	<b><i>Unable to update printing status</i></b>	Due to connectivity issue some time updation may not be done, kindly try after some time. If still the problem persist kindly contact IT Team.
7.	<b><i>We have updated status with wrong GRN and stationary, how to rectify the same.</i></b>	Rectify the print status facility available at CO user level. Kindly contact your circle for rectifying the same.
8.	<b><i>Contact details of technical team (software) ?</i></b>	In case of any query/difficulty please contact : ITD:HO for Technical query: 011-23356506