Frequently Asked Questions:

S.NO	Questions	Answers
1.	What is Purpose of Portal..?	To collect the property tax for chennai corporation, stamp duty for Tamilnadu state government and VAT for TamilNadu State a single web portal has developed .
2.	What is the user id for this application..?	User id will be solid of the branch (i.e six digits)
3.	Password is not working, to whom should I contact..?	Users can reset their password by using reset password option on the login screen. New password will be emailed to the email registered /branch mail id against the user while creating user. If the problem still persists, user can contact their circle office to reset their password. User-ID should be attached with the corporate email-id assigned to the end-user.
4	What are the steps to collect the Stampduty/VAT challan.	**Step 1:** login into the application **Step 2:** Get the challan details for by entering the Transid /application number. **Step 3:** cross check the challan details with the hard copy of challan. **Step 4**: collect the payment using the **TM** menu to the pooling account (for stamp duty **2523002100184114)** **Step 5:** Enter the generated **M number** from the Finacle in the portal and submit the payment details.
4.	I am getting "Oops Error Occured! Please Contact Admin" error while operating the application…	IT Division to be contacted through email immediately with compete sequence of events occurred just before error.
5.	Can I change the User id..?	No, you cannot change the UserID.
6.	To whom should I contact in case of any technical help needed..?	Please contact our software Team of ITD HO in case of any technical help needed
7.	We don't have the domain knowledge for this application we want to know more about this application, to whom should I contact..?	Please contact the concern user division for getting the domain knowledge
8.	How to reset the password myself, I have my own pnb email id..?	After filling the user id in login page and clicking on reset button then automatically new password will be send to your mail id .
9.	Who is the owner division for this application..?	HO: GBD is the owner division for this application.

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10.	*Contact details of technical team (software) ?*	If in case of any query/difficulty please contact : ITD:HO for Technical query: 011-23356506