

Frequently Asked Questions

- **What are the different types of categories of registration, which are available in online e Registration of Contractor?**

- Civil Contractor - All Classes from 4 to 9 class. New Registration, Renewal and up gradation
- Interior Decorator, Modular Furniture - All classes, New Registration , Renewal & Up gradation
- Architect
- Unemployed Engineer
- Retired Engineers
- Construction Supervisor
- Labour Co-Operative Society

- **What is KYC and its importance in eRegistration Software?**

KYC means Know Your Company. This is a very important document. KYC saves name and address of applicant which appears on the Certificate and which cannot be modified.

- **Is edit facility available in KYC?**

When KYC is saved, applicant can view the entered KYC information and can edit it. When KYC is saved and payment is completed, then KYC cannot be changed by applicant or Department.

- **What is importance of address in KYC ?**

KYC Correct address with Pin Code is required for verification and correspondence with applicant by the Department.

- **Who will provide all the information about rules, process and required documents ?**

The Registration related staff of concerned Division will provide all the information about rules, process and required documents for Registration. The contact Numbers of Divisions are provided in Contact Us Page.

- **What is the importance of email id in e Registration of contractor?**

The email id of applicant is primary mode of communication between the applicant and Department. The status of registration is communicated to this email id via email.

- **What is activation of email ?**

When the user enrolls in software with his email id, system generated email is sent on that email id. This email needs to be checked to activate and confirm the email address. For security purpose, the activation of email is important as all the communication is based on email .

- **What is maximum limit to upload document?**

The maximum limit to upload any document is 2.0 MB.

- **Appointment date not seen ?**

If appointment date is not present in login then contact the concerned committee office. The contact details of all committee is present in "Contact Page".

- **When to pay Registration fees ?**

After the registration application is approved by the approving authority, the system will send you email to make online payment for Registration fees. After you receive the email, please login and pay online fees. if email is not received then please contact concerned P.W.Division.

- **Facility of online payment are available in the eRegistration of software?**

Credit Card, Debit Card and Net Banking facility are currently available in the eRegistration software.

- **For failure in the online payment , Where to contact ?**

For failure in the online payment, please check "Contact Us" page. The details viz. Phone no., email id etc. are available in this page.

If payment is made and deducted from account but fails to get receipt then please do not pay again. In such scenario, please send mail along with Bank Statement to the Help Desk mail id.

- **How to get copy of Registration certificate ?**

After payment of fees, PWD registration authority will create System generated Registration Certificate. This certificate will be available in applicant login. To download certificate, please login, click on Print Certificate and then enter PAN No.

- **Are services covered under Maharashtra Right to Public Services Act (R.T.S) ?**

Yes. As per Maharashtra Right to Public Services Act , PWD is entrusted with responsibility to provide services enlisted under eRegistration website.

- **When to contact Help Desk?**

Help Desk looks after all the software & web related issues. Help Desk works on all Govt. working days from 11am to 5.30pm.

For Registration issues such as progress/status of registration, list of documents, turnover, solvency etc., please contact concerned P.W.Division.

The contact Numbers of Divisions are provided in Contact Us Page.

For any other information, please email us at itccnagpur@gmail.com.

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