**GUIDELINES**

All the ACC’s and its members are requested to strictly implement the following while operating their E-Stamping counters. You are also requested to give us a letter in writing regarding the implementation of the following:

* Two HP printers are being approved by SHCIL for printing E-stamping certificates M401D.
* Use of original cartridge for printing E-Stamp certificate is mandatory. Please confirm us regarding the usage of original cartridge in all your branches. If we find any of the ACC using refilled cartridge a warning will be given for the first time and if the same is repeated the concerned ACC will be forced to close.
* The Acc’s has to maintain their imprest balance and keep checking their accounts regularly. In case the ACC maintains negative balance continuously even after sending mails and letters, strict action will be taken on those ACC’s and will be closed immediately.
* It is mandatory to use Client requisition format prescribed by Stock Holding Corporation of India Ltd. The instructions also should be printed on the back side of the client requisition and it should be supplied free of cost to the customers.
* The ACC has to run their E-stamping center in the approved address only. If any centers have to change the address they have to give a request letter to KSSFCL and only after getting permission the ACC will be authorized to change the address. If the ACC changes their address without permission necessary action will be taken on them.
* A display of the ACC address and office working hours outside the counter is mandatory. Government has notified the working hours between 10:00 am to 4:00 pm. None of the customers should be denied for service if they visit the counter during these working hours. You may also work as per your co-operative Society timings ie., between 10am to 6pm etc., and the same has to be mentioned on the notice board for the public.
* All the Transferred, resigned and suspended user/supervisor id’s has to be deactivated immediately. Every user and supervisor has to have their personal e-mail ids. The password resets or the new id password and the additional id and passwords will be sent to their respective personal e-mail id itself. It will not be sent to any other e-mail id in order to avoid fraud.
* For printing E-Stamp certificate use of 80 to 100 GSM bond paper is mandatory. Any deviations in this regard will be viewed seriously.
* Sharing of password should be strictly prohibited.
* E-Stamp certificate must be issued in the name of individual or a Corporate.

Eg ., The stamp papers issued should have both the first party and second party names in it. Only in affidavit the first party name should mentioned and the second party to be mentioned as “NA” (not applicable)

* No correction on the E-Stamp certificate is allowed.

(Once the supervisor accepts the certificate in the system or software , corrections cannot be made nor cancelled and the amount will be deducted from the imprest balance).

* Systems must be connected through UPS. Usage of direct raw power may lead to problems.
* Required assistance for the illiterate customers may be extended at the counters.
* Receipt for the service charges collected should to be given to the clients :

The customers should be given a separate receipt for the service charges collected and also an acknowledgement of the stamp paper amount collected which will be in the customer application form.

* Any official from Government may visit your counter for inspection. Full co-operation needs to be extended.
* All the client requisitions or application forms has to be stored safely . These applications may be called for audit.
* Collection of service charges should be strictly as per the Government order. Any deviation to this will be viewed seriously.

The service charges from Rs.10/- to Rs.100/- stamp paper is Rs.10/- , from Rs.101/- to Rs.5,000/- the service charge is Rs.15/- and above Rs.5,000/- no service charges to be collected from the customer’s .Bill to be obtained from the ACC for the purchase of the printer cartridge.

* Client requisition has to be given to the clients free of cost.
* PAN details should be collected if the requisition is more than Rs.50,000/-.
* The Supervisor has to sign along with the Cooperative seal on the stamp paper before issuing it to the customer.

All the necessary information pertaining to E-Stamping has to be displayed on the Notice Board of the ACC for the public.

* The User and Supervisor should sign and mention the submission and the certificate no. at the column mentioned for the same on the client requisition form with the receivers signature and telephone no.

You are once again requested to adhere to the guidelines given. Let us work together to make E-Stamping a big success and serve the citizens of Karnataka proudly.