

**Government of Maharashtra
Department of Registration & Stamps**



CITIZEN'S CHARTER

Date 15/08/2014

INDEX

Part No	Subject	Page No.
1	Office of the Sub-Registrar	4
	1. Registration of Document	6
	2. Certified copy of Index of Document	9
	3. Certified copy of Document	11
	4. Search	13
	5. Filing of Notice of Intimation	15
	6. Returning old document after completion of Registration	17
	7. Valuation Report for assessment of Stamp Duty	19
	8. Visit outside the Office for Registration	21
	9. Authentication of Special Power of Attorney	23
	10. Registration of Will after the death of Testator	25
2	Office of the Collector of Stamps	27
	1. Adjudication of document for assessment of Stamp Duty	29
	2. Refund of Stamps	31
3	Office of the Joint District Registrar (JDR)	33
	1. Correction in Records of Registered Document	35
	2. Condonation of delay for presenting the document for Registration or for Admission	37
	3. Action on Complaints about giving False Statements or Impersonation during Registration of Document	39

Part No	Subject	Page No.
	4. Appeal against the order of refusal of Registration	41
	5. Certified copy of Document/Index registered in the Office of the Joint District Registrar	43
	6. Refund of Registration Fee paid by e-Payment System, in case of Non-Registration of Document	45
	7. Refund of excess Registration Fee for registered documents	47
	8. Deposit, Withdrawal and Opening of sealed cover of Will	49
4	Office of the Marriage Officer	51
	1. Solemnization of Marriage under Special Marriage Act, 1954	53
	2. Certified copies of Marriage Certificate	55
	3. Search of entries of marriages solemnized or registered under Special Marriage Act, 1954	57
	4. Registration of Marriages celebrated in other forms, under Special Marriage Act, 1954	59
5	Office of the Deputy Inspector General of Registration	61
	Appeal against the order of Collector of Stamps regarding determination of Market Value	63
6	Office of the Additional Controller of Stamps	65
	Appeal against the order of Collector of Stamps (in Mumbai region) regarding determination of Market Value	67
7	Office of the Inspector General of Registration	69
	Appeal against the order of Collector of Stamps regarding assessment of Stamp Duty	71

PART I

Office of the Sub-Registrar

Citizen's Charter

Sr. No.	Subject	Page No.
1.	Registration of Document	6
2.	Certified copy of Index	9
3.	Certified copy of Document	11
4.	Search	13
5.	Filing of Notice of Intimation	15
6.	Returning old document after completion of Registration	17
7.	Valuation Report for the assessment of Stamp Duty	19
8.	Visit outside the office regarding Registration	21
9.	Authentication of Special Power of Attorney	23
10.	Registration of Will after the death of Testator	25

1. Registration of Document

1.	Subject in brief	Registration of Document as per Registration Act and returning original document to the party.
2.	Documents required	<p>1. Original document</p> <p>2. Duty/Fees</p> <p style="margin-left: 20px;">a. Stamp Duty</p> <p style="margin-left: 20px;">b. Registration Fees</p> <p style="margin-left: 20px;">c. Document Handling Charges</p> <p>3. Papers to be attached -- as per the type of document - as prescribed under Registration Act, 1908 and Maharashtra Registration Rules, 1961</p> <p>[Detailed list is available on the website of the Department of Registration and Stamps at www.igrmaharashtra.gov.in in 'Document Registration' under 'Activities' column.]</p> <p>4. When the document is executed through Power of Attorney,</p> <p style="margin-left: 20px;">a. Original Power-of-Attorney (for verification)</p> <p style="margin-left: 20px;">b. Certified copy of Power-of-Attorney (as part of document/for record)</p> <p style="margin-left: 20px;">c. Declaration, in the prescribed form, of the existence (as on this day) of the Power-of-Attorney.</p> <p>[The format of Declaration is available on the website www.igrmaharashtra.gov.in, in 'Forms' under 'Downloads' column.]</p> <p>5. Photo-Identity cards of all the parties and witnesses for appearance of admission of document</p>
3.	Required Duty / Fee	<p>1. Stamp Duty as per Maharashtra Stamp Act</p> <p>2. Registration Fees as per Registration Fees Table</p> <p>[Registration Fees Table is available on the website www.igrmaharashtra.gov.in, in 'Fee Structure' under 'Publications' column.]</p> <p>3. Document Handling Charges - Rs.20 per page as per Government Resolution dtd 20/8/2001.</p>

		[The GR is available on the website www.igrmaharashtra.gov.in , in 'G.R.' under 'Publications' column.]
4.	Mode of Payment for Duty / Fee	<ol style="list-style-type: none"> 1. Stamp Duty - E-Payment through GRAS (Govt. Receipt Accounting System) or by Franking or by Stamp Paper 2. Registration Fees - E payment through GRAS system or in Cash up to Rs.300 3. Document Handling Charges - in Cash (For more information about GRAS, please visit https://gras.mahakosh.gov.in)
5.	Time required for Registration and returning of document	<p>If following conditions are fulfilled as per Registration Act and Rules -</p> <ol style="list-style-type: none"> 1. All required Papers as per Sr. No. 2 2. Prescribed Fees as per Sr. No. 3 3. Presence of all executants in the document for admission of document 4. Presence of all identifiers for identification, <p>In such case, within 30 minutes in general after presentation of document. But when the document contains more than 50 pages, then additional 10 minutes for every additional 50 pages.</p> <p>But in case of failure of electricity or any other serious technical problem leading to temporary breakdown of i-SARITA (computerized registration system), then registration will be completed manually on the same day. Original document will be handed over after scanning in i-SARITA system, within 3 days</p>
6.	Place where detail information about the procedure is available	<ol style="list-style-type: none"> 1. Office of the Sub-Registrar 2. On the website www.igrmaharashtra.gov.in in 'Documents' under 'Activities' column.
7.	Act/Rules under which this activity is performed	<ol style="list-style-type: none"> 1. Registration Act, 1908 2. Maharashtra Registration Rules, 1961 3. Maharashtra Stamp Act <p>[The Acts and Rules are available on the website www.igrmaharashtra.gov.in, in 'Acts/Rules' under 'Publications' column.]</p>

8.	Related Acts, GRs, Orders, Circulars etc.	Issued from time to time (Available on the website www.igrmaharashtra.gov.in , in 'GR/Circulars' under 'Publications' column.
9.	Decision Taking Authority	Concerned Sub-Registrar
10.	When document is not registered in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Sub-Registrar
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<p>1. Joint District Registrar (JDR) of the concerned district.</p> <p>[Detailed list is available on the website www.igrmaharashtra.gov.in, in 'Offices' under 'Organization' column.]</p> <p>2. If the citizen is not satisfied with the action taken by JDR, then he can file his grievance by e-mail to feedback@igrmaharashtra.gov.in</p>
12.	To which authority and under which section can an appeal be filed against the order of the Sub-Registrar?	To the District Registrar and Collector, under section 72 of the Registration Act, 1908 [through the JDR of concerned district], within 30 days of the Sub-Registrar's order.

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

2. Certified copy of Index

1.	Subject in brief	To provide certified copy of Index, on demand.
2.	Documents required	<p>1. Application mentioning Document Number And Year of Registration. [Application form is available on the website of the Department of Registration and Stamps at www.igrmaharashtra.gov.in, in 'Forms' under 'Downloads' column.]</p> <p>2. Application to be affixed with Rs 5 court fee stamp (In label form)</p>
3.	Required Duty / Fee	<p>1. Copying fees – Rs 5 for each copy as per Registration Fees Table</p> <p>2. Stamp duty – Rs.20 as per Article 26 of Schedule 1 of Maharashtra Stamp Act</p>
4.	Mode of Payment for Duty / Fee	<p>1. Copying fees- in cash</p> <p>2. Stamp duty - Court fee stamp (In label form)</p>
5.	Time required for providing certified copy	<p>1. If document is registered after commencement of computerized document registration system in Registration Department , (i.e. after 2002), then within 7 days from the date of payment of copying fees with application.</p> <p>2. If document is registered before commencement of computerized document registration system in Registration Department, (i.e. before 2002) then within 15 days from the date of payment of copying fees with application.</p>
6.	Place where detail information about the procedure is available	<p>1. Sub-Registrar Office</p> <p>2. On the website www.igrmaharashtra.gov.in in 'Documents – Copy & Search' under 'Activities' column.</p>
7.	Act/Rules under which this activity is performed	<p>1. Section 57 of Registration Act, 1908</p> <p>2. Rule 73 of Registration Rules, 1961</p> <p>[The Acts and Rules are available on the website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column.]</p>

8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Concerned Sub-Registrar
10.	When certified copy is not given in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Sub-Registrar
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<ol style="list-style-type: none"> 1. Joint District Registrar (JDR) of concerned district. [Detail list is available on the website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.] 2. If the citizen is not satisfied with action taken by JDR, then he can file his grievance by email to feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the Sub-Registrar's order of refusal of certified copy?	Not applicable.

Sd/-

Inspector General of Registration & Controller of Stamps,

State of Maharashtra, Pune

3. Certified copy of Document

1.	Subject in brief	To provide certified copy of Registered Document, on demand
2.	Documents required	<p>1. Application mentioning Document Number And Year of Registration. [Application form is available on the website of of the Department of Registration and Stamps at www.igrmaharashtra.gov.in in 'Forms' under 'Downloads' Column.]</p> <p>2. Application attached with Rs 5 court fee stamp (In label form)</p>
3.	Required Duty / Fee	<p>1. Copying fees as per Registration Fees Table-</p> <ul style="list-style-type: none"> • If the copy is being given by photocopy or by print of the document registered through Computerized Registration System - Rs 5 per page • If the copy is being given using the negatives in Govt. Photo Registry or by copying from the handwritten copy of the document – Rs. 20 per page. <p>2. Stamp duty –Rs.20 as per Article 26 of Schedule 1 of Maharashtra Stamp Act</p>
4.	Mode of Payment for Duty / Fee	<p>1. Copying fees - in cash</p> <p>2. Stamp duty - Court fee stamp (In label form)</p>
5.	Time required for providing certified copy	<p>1. If document is registered after commencement of Computerized document registration system in Registration Department (i.e. after 2002), then within 5 days from the date of payment of copying fees & submission of application</p> <p>2.. If document is registered before commencement of computerized document registration system in Registration Department (i.e. before 2002), then within 15 days from the date of payment of copying fees with application.</p>

6.	Place where detail information about the procedure is available	1. Office of the Sub-Registrar 2. On the website www.igrmaharashtra.gov.in in 'Documents – copy & search' under 'Activities' column.
7.	Act/Rules under which this activity is performed	1. Section 57 of Registration Act, 1908 2. Rule 73 of Registration Rules, 1961 [The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column.]
8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Concerned Sub-Registrar
10.	When certified copy of document is not given in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Sub-Registrar
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	1. Joint District Registrar (JDR) of concerned district. [Detailed list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.] 2. If the citizen is not satisfied with action taken by JDR, then he can file his grievance by email to feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the Sub-Registrar's order of refusal of certified copy?	Not applicable.

Sd/-

Inspector General of Registration & Controller of Stamps,

State of Maharashtra, Pune

4. Search

1.	Subject in brief	In Sub-Registrar's Office- a. To search a specific registered document/its Index II or b. To search all registered documents of a specific property/its Index II or c. To search all documents of a specific person or party/its Index I.
2.	Documents required	1. Application mentioning information and period of the above column no.1 [Application format is available on the website of the Department of Registration and Stamps at www.igrmaharashtra.gov.in in 'Forms' under 'Downloads' Column.] 2. Application attached with Rs 5 court fee stamp (In label form)
3.	Required Duty / Fee	As per Article 10 of the Registration Fees Table 1. Rs.25 per year for search according to property or name for every name or every property, subject to minimum charge of Rs. 300 for first 12 years and Rs. 25 per year thereafter. 2. Rs.25 for search of specific document number
4.	Mode of Payment for Duty / Fee	Search fees-in cash
5.	Time required for providing records for search	Immediately after payment of search fees with application, but on basis of first come first served.
6.	Place where detail information about the procedure is available	1. Sub-Registrar Office 2. On the website of the Department at www.igrmaharashtra.gov.in in 'Documents – copy & search' under 'Activities' column.
7.	Act/Rules under which this activity is performed	1. Section 57 of Registration Act, 1908 [The Act is available on the Department's website www.igrmaharashtra.gov.in in 'Acts' under 'Publications' column.]

8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Concerned Sub-Registrar
10.	When record is not provided for search in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Sub-Registrar
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<p>1. Joint District Registrar (JDR) of concerned district.</p> <p>[Detailed list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.]</p> <p>2. If the citizen is not satisfied with action taken by JDR, then he can file his grievance on email feedback@igrmaharashtra.gov.in</p>
12.	To which authority and under which section can an appeal be filed against the Sub-Registrar's order of refusal for Search?	Not applicable.

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

5. Filing of Notice of Intimation

1.	Subject in brief	Mortgager must file Notice of Intimation in the Sub-Registrar's Office within 30 days of taking the loan, whether it is by way of Deposit of Title Deed, agreement or non-executed document
2.	Documents required	<p>1. Original notice</p> <p>[Notice format is available on the website of the Department of Registration and Stamps at www.igrmaharashtra.gov.in in 'Draft Notices' under 'Downloads' column.]</p> <p>2. Identity proof of the person giving the notice</p> <p>3. Public Data Entry Code</p>
3.	Required Duty / Fee	<p>1. Stamp Duty-As per article 6(1) of Schedule 1 of Maharashtra Stamp Act</p> <p>2. As per Registration Fees Table-Filing Fees-Rs.1000/-</p> <p>3. Document Handling Charges-Rs.300/-</p>
4.	Mode of Payment for Duty / Fee	<p>1. Government GRAS System-through E-payment or by Franking or by Stamp Duty</p> <p>2. Filing Fees- Govt. GRAS System through E-payment</p> <p>3. Document Handling Charges-in cash [visit https://gras.mahakosh.gov.in for more information of GRAS System]</p>
5.	Time required for filing notice	Two hours from presentation of notice for filing, on first come first served basis
6.	Place where detail information about the procedure is available	<p>1. Sub-Registrar's Office</p> <p>2. On the website of the Department at www.igrmaharashtra.gov.in in 'Filing Of Notices' under 'Activities' column.</p>
7.	Act/Rules under which this activity is performed	<p>1. Section 89(b) of Registration Act,1908</p> <p>2. Maharashtra Documents Certified Copies and Filing of Notices Rules,2013</p> <p>3. Maharashtra Stamp Act [The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column.]</p>

8.	Related Acts, GRs, Orders, Circulars etc.	Circulars of Inspector-General of Registration Office, dated 25/03/2013 and 25/4/2013
9.	Decision Taking Authority	Concerned Sub-Registrar
10.	When notice of intimation is not accepted in given time, the Officer responsible for giving reasons for the same, in writing	Concerned Sub-Registrar
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<p>1. Joint District Registrar (JDR) of the concerned district</p> <p>[Detail list is available on the Department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.]</p> <p>2. If the citizen is not satisfied with the action taken by JDR, he can file his grievance on the email feedback@igrmaharashtra.gov.in</p>
12.	To which authority and under which section can an appeal be filed against the Sub-Registrar's order of refusal of acceptance of the notice?	Not applicable

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

6. Returning Old Documents after Completion of Registration

1.	Subject in brief	Completion of registration and returning the registered documents to the party in cases where documents were presented for registration before 2002 but registration is still pending
2.	Documents required	<ol style="list-style-type: none"> 1. If document is pending for deficit in stamp duty, then proof of payment of stamp duty, penalty and registration fees, as per Maharashtra Stamp Act. 2. Submission of papers with reasons for Pendency. 3. Original receipt of registration fees paid at the time of document presentation.
3.	Required Duty / Fee	1. Separate fees are not required. But if document is pending for the reason of deficit stamp duty or registration fees, then payment of deficit stamp duty with fine and deficit registration fee is necessary.
4.	Mode of Payment for Duty / Fee	Deficit stamp duty, fine and deficit registration fees by demand draft or through E-Payment in Govt's GRAS System.(visit https://gras.mahakosh.gov.in)
5.	Time required for registration and to return old document	<ol style="list-style-type: none"> 1. <u>Completion of document registration</u>-If the original document is available in office and required stamp duty is paid by the party, then the document must be registered in 3 days of receiving the document from the Collector of Stamps and submission of papers by the party. 2. <u>Returning original document</u>- In 2 days after Completion of registration of document.
6.	Place where detail information about the procedure is available	<ol style="list-style-type: none"> 1. Office of the Sub-Registrar 2. On the website of the Department at www.igrmaharashtra.gov.in in 'Documents – Registration' under 'Activities' column
7.	Act/Rules under which this activity is performed	<ol style="list-style-type: none"> 1. Registration Act, 1908 2. Maharashtra Registration Rules, 1961. 3- Maharashtra Stamp Act <p>[The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column.]</p>

8.	Related Acts, GRs, Orders, Circulars etc.	Issued from time to time [Circular is available on the Department's website www.igrmaharashtra.gov.in in 'G.R/Circulars under 'Publications' column.]
9.	Decision Taking Authority	Concerned Sub-Registrar
10.	When document is not returned in given time, the Officer responsible for giving reasons for the same, in writing	Concerned Sub-Registrar
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<p>1- Joint District Registrar (JDR) of concerned district. [Detail list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.]</p> <p>2- If the citizen is not satisfied with action taken by JDR, then he can file his grievance on email feedback@igrmaharashtra.gov.in</p>
12.	To which authority and under which section can an appeal be filed against the Sub-Registrar's order of refusal on return of old document?	Not applicable.

Sd/-

Inspector General of Registration & Controller of Stamps,

State of Maharashtra, Pune

7. Valuation Report for Assessment of Stamp Duty

1.	Subject in brief	Provide written valuation report of any immovable property as per current Annual Statement of Rates.
2.	Documents required	<p>1. Properly and completely filled application with all detailed information of property of which valuation report is required.</p> <p>[Application format is available on the website of the Department of Registration and Stamps at www.igrmaharashtra.gov.in in 'Forms' under 'Downloads' column.]</p> <p>2. Application attached with Rs 5 court fee stamp (In label form)</p> <p>3. If the land in the application is a farm land, the 7-12 extract of the last 3 years showing crops sown</p> <p>4. If the land in the application is falling in the influence zone as per the ASR, and it is claimed that it falls under no development zone, then, zone certificate of the Asst. Director of Town Planning</p> <p>5. If the land in the application is falling in the Municipal Corporation or Municipal Council, and it is claimed that it falls under no development zone, then, zone certificate of the Municipal Corporation or Municipal Council</p>
3.	Required Duty / Fee	<p>1. Rs.100 as per Article 16 of the Registration Fees Table (per property)</p> <p>[The Registration Fees Table is available on the website of the Department at www.igrmaharashtra.gov.in in 'Fee Structure' under 'Publications' column.]</p> <p>2. Willingness to bear Expenditure of Video shooting.</p>
4.	Mode of Payment for Duty / Fee	In Cash
5.	Time required for providing valuation report	3 days after submission of application along with payment of Fees

6.	Place where detail information about the procedure is available	1. Sub-Registrar Office 2. On the website of the Department at www.igrmaharashtra.gov.in in 'Valuation of Property' under 'Activities' column.
7.	Act/Rules under which this activity is performed	Not applicable
8.	Related Acts, GRs, order, Circulars etc.	Time to time dispatched [Circular is available on the Department's website www.igrmaharashtra.gov.in in 'G.R/Circular's' under 'Publications' column.]
9.	Decision Taking Authority	Concerned Sub-Registrar
10.	When valuation report is not given in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Sub-Registrar
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	1. Joint District Registrar (JDR) of concerned district. (Detail list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.) 2. If the citizen is not satisfied with action taken by JDR, then he can file his grievance on email feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the Sub-Registrar's order of refusal for valuation report?	Not applicable

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

8. Visit outside the Office for Registration

1.	Subject in brief	When a person is unable to remain present in the Sub-Registrar's office for presentation of a document for registration or for admission of execution of a document (For ex. due to severe illness), then he can submit a written application to the Sub-Registrar for home visit. If the Sub-Registrar feels that the reason is proper, then he can visit the person at his place of residence and complete the registration process.
2.	Documents required	<p>1. Application of the person who desires visit outside the office.</p> <p>[Application format is available on the website of the Department of Registration and Stamps at www.igrmaharashtra.gov.in in 'Forms' under 'Downloads' column.]</p> <p>2. Proof of urgency for visit outside the office for Registration [e.g. Medical certificate showing seriousness of disease]</p> <p>3. Willingness of applicant to perform videography and provide the CD of the home visit procedure, as the issue is of sensitive nature.</p>
3.	Required Duty / Fee	<p>1. As per Article 22 of the Registration Fees Table –</p> <p style="padding-left: 20px;">a. In Municipal Corporation limits- Rs 300/-</p> <p style="padding-left: 20px;">b. Other places – Rs 200/-</p> <p>[The Registration Fees Table is available on the website of the Department at www.igrmaharashtra.gov.in in 'Fee Structure' under 'Publications' column.]</p> <p>2. Willingness to bear expenditure of video shooting.</p>
4.	Mode of Payment for Duty / Fee	In cash .
5.	Time required for Visit outside office regarding Registration.	3 days after submission of application and taking care that the regular work of registration in the office is not hampered.
6.	Place where detailed information about the procedure is available	<p>1. Office of the Sub-Registrar</p> <p>2. On the website of the Department at www.igrmaharashtra.gov.in in 'Documents Registration' under 'Activities' column.</p>

7.	Act/Rules under which this activity is performed	1. Section 31 of Registration Act, 1908 2. Maharashtra Registration Rules, 1961 [The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column.]
8.	Related Acts, GRs, Orders, Circulars etc.	IGR office Circular Dt 12/6/2013. [Circular is available on the Department's website www.igrmaharashtra.gov.in in 'Circular' under 'Publications' column.]
9.	Decision Taking Authority	Sub-registrar to whom document is to be presented or already presented for registration
10.	When visit outside office is not done in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Sub-Registrar
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	1. Joint District Registrar (JDR) of the concerned district. [Detail list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.] 2. If the citizen is not satisfied with action taken by the JDR, then he can file his grievance on email to feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the Sub-Registrar's order of refusal for visit?	Not applicable

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

9. Authentication of Special Power of Attorney

1.	Subject in brief	Authentication of a Special Power of Attorney under section 33 of Registration Act,1908, for presenting an executed document for registration in the Sub-Registrar Office or for identification of execution of such document, on behalf of another person.
2.	Documents required	1. Special Power of Attorney 2. Proof of Identity and Proof of Residence of Executant of Power of Attorney 3. Proof of Identity of persons attesting the execution of Power of Attorney.
3.	Required Duty / Fee	Rs.25 as per Article 25 of the Registration Fees Table. [The Registration Fees Table is available on the website of the Department at www.igrmaharashtra.gov.in in 'Fee Structure' under 'Publications' column.]
4.	Mode of Payment for Duty / Fee	In Cash
5.	Time required for providing records for Authentication	1. 1 hour after submission for authentication 2. In exceptional cases, maximum on the same day.
6.	Place where detail information about the procedure is available	1. Office of the Sub-Registrar 2. On the website of the Department at www.igrmaharashtra.gov.in in 'Documents Registration' under 'Activities' column
7.	Act/Rules under which this activity is performed	1. Section 33 of Registration Act, 1908 2. Maharashtra Registration Rules, 1961 [The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column.]
8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Concerned Sub-Registrar
10.	When the document is not authenticated in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Sub-Registrar
11.	Name, official address and telephone number of the officer with whom complaint	1. Joint District Registrar (JDR) of the concerned district. [Detailed list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under

	can be lodged regarding this procedure	'Organization' column.] 2. If the citizen is not satisfied with action taken by the JDR, then he can file his grievance on email id feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the Sub-Registrar's order of refusal to authenticate?	Not applicable

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

10. Registration of Will after the Death of the Testator

1.	Subject in brief	Registration of a will by a beneficiary, on fulfillment of conditions given in Section 40 and 41 of the Registration Act, when the Testator has died without registering the will.
2.	Documents required	1. Original will Deed 2. Death Certificate of the Testator 3. Evidence of will deed executed by the Testator, like the persons present at the time of execution of the Will.
3.	Required Duty / Fee	Rs.100 as per Article 5 of the Registration Fees Table [The Registration Fees Table is available on the website of the Department at www.igrmaharashtra.gov.in in 'Fee Structure' under 'Publications' column.]
4.	Mode of Payment for Duty / Fee	E-payment through GRAS system of the Govt. (visit https://gras.mahakosh.gov.in) or in cash or Stamp paper.
5.	Time required for Registration of Will	After presentation for registration, 1. Fulfillment of above conditions and verification of papers- same day 2. In case any queries are found, then after submission of document with compliance of queries- 2 hours 3. But in exceptional cases - same day
6.	Place where detail information about the procedure is available	1. Office of the Sub-Registrar 2. On the website of the Department at www.igrmaharashtra.gov.in in 'Documents registration' under 'Activities' column.
7.	Act/Rules under which this activity is performed	1. Section 40 & 41 of Registration Act, 1908 2. Maharashtra Registration Rules, 1961 [The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column.]
8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Concerned Sub-Registrar
10.	When Will is not registered in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Sub-Registrar

11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<p>1. Joint District Registrar (JDR) of the concerned district.</p> <p>[Detailed list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.]</p> <p>2. If the citizen is not satisfied with action taken by the JDR, then he can file his grievance on email id feedback@igrmaharashtra.gov.in</p>
12.	To which authority and under which section can an appeal be filed against the order of Sub-Registrar?	To the District Registrar and Collector, under section 72 of Registration Act, 1908 (through JDR of the concerned district), within 30 days of the order made by the Sub-Registrar.

Sd/-

Inspector General of Registration & Controller of Stamps,

State of Maharashtra, Pune

PART II

**OFFICE OF
THE COLLECTOR OF STAMPS**

Citizen's Charter

Sr. No.	Subject	Page no
1.	Adjudication of document for assessment of Stamp Duty	29
2.	Refund of Stamp Duty	31

1. Adjudication of document for assessment of Stamp Duty

1.	Subject in brief	To decide the Stamp Duty on a particular document as per Maharashtra Stamp Act, on written application by a party submitted along with the concerned document, and to convey the decision accordingly.
2.	Documents required	<p>1. Application for Adjudication in the given format.</p> <p>[Application is available on the website of the Department of Registration and Stamp at www.igrmaharashtra.gov.in in 'Forms' under 'Downloads' column.]</p> <p>2. Application with Court Fee Stamp of Rs.5(in the form of court fee label)</p> <p>3. Original document and a copy</p> <p>4. Papers/proofs showing the basis on which valuation/Stamp Duty should be calculated and an affidavit, if needed.</p>
3.	Required Duty / Fee	Rs.100 as per Article 31 of Maharashtra Stamp Act.
4.	Mode of Payment for Duty / Fee	In cash
5.	Time required for adjudication	Within 45 days of submitting the application along with fees and required documents which substantiate the applicant's claim for determination of market value and stamp duty
6.	Place where detail information about the procedure is available	<p>1. Office of Collector of Stamps in Mumbai City and Mumbai Suburban District</p> <p>2. Office of Joint District Registrar (JDR) and Collector of Stamps in rest of Maharashtra</p> <p>3. On the website of the Department at www.igrmaharashtra.gov.in in 'Stamp Duty Collection' under 'Activities' column.</p>
7.	Act/Rules under which this activity is performed	<p>1. Section 31 of Maharashtra Stamp Act</p> <p>2. Maharashtra Stamp (Determination of True Market Value of Property) Rules,1995</p> <p>[The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column.]</p>
8.	Related Acts, GRs, Orders, Circulars etc.	Issued from time to time (Available on Department's website www.igrmaharashtra.gov.in in 'G.R./Circular' under 'Publications' column

9.	Decision Taking Authority	Concerned Joint District Registrar (JDR)
10.	When adjudication is not completed in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Joint District Registrar (JDR)
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<ol style="list-style-type: none"> 1. Additional Controller of Stamps in Mumbai City and Mumbai Suburban District. 2. Deputy Inspector General of Registration of the concerned region in the rest of Maharashtra. <p>[Detailed list is available on the website of the department at www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.]</p> <ol style="list-style-type: none"> 3. If the citizen is not satisfied with action taken by ACS/DIG, then he can file his grievance on email id feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the order of Collector of Stamps?	<ol style="list-style-type: none"> a) If decision of Valuation is not accepted-Appeal under section 32 of Maharashtra Stamp Act to Additional Controller of Stamps in Mumbai and to Deputy Inspector General of Registration for rest of Maharashtra. b) If classification of document/calculation of Stamp Duty is not accepted- Appeal under section 53 of Maharashtra Stamp Act to Inspector-General of Registration and Chief Controlling Revenue Authority . c) Valuation and classification of document/Stamp Duty calculation both are not accepted-Appeal to Chief Controlling Revenue Authority and Inspector-General of Registration.

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

2. Refund of Stamp Duty

1.	Subject in brief	<p>Applicant can get refund of Stamp Duty for the following reasons on applying to the Joint District Registrar (JDR)</p> <ol style="list-style-type: none"> 1. The purpose for which the Stamps were purchased by the applicant, is cancelled 2. The Stamps are spoiled (damaged) before use, 3. In certain specified cases, after signature on the document
2.	Documents required	<ol style="list-style-type: none"> 1. Applicant can use online facility available on the Department's website www.igrmaharashtra.gov.in in 'Refund Application' under 'Online Services' by filling all information and get a receipt for the same. 2. Application in given format in given time limit, along with the above receipt generated online. 3. Original stamp papers or stamped document along with the application. 4. All required papers as given in the check list. <p>[Check list is available on the Department's website www.igrmaharashtra.gov.in in 'Stamp Duty Refund' under 'Activities' column.]</p>
3.	Required Duty / Fee	Not applicable
4.	Mode of Payment for Duty / Fee	Not applicable
5.	Time required for refund	Within 45 days of submitting the application along with fees and required documents
6.	Place where detail information about the procedure is available	<ol style="list-style-type: none"> 1. Office of Collector of Stamps in Mumbai City and Mumbai Suburban District 2. Office of Joint District Registrar (JDR) and Collector of Stamps in rest of Maharashtra 3. On the website of the Department at www.igrmaharashtra.gov.in in 'Stamp Duty Collection' under 'Activities' column.
7.	Act/Rules under which this activity is performed	<ol style="list-style-type: none"> 1. Section 31 of Maharashtra Stamp Act 2. Maharashtra Stamp (Determination of True Market Value of Property) Rules,1995 <p>[The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column]</p>

8.	Related Acts, GRs, Orders, Circulars etc.	Issued from time to time (Available on Department's website www.igrmaharashtra.gov.in in 'G.R./Circular' under 'Publications' column.]
9.	Decision Taking Authority	Concerned Joint District Registrar (JDR) (In case of Mumbai & Mumbai Suburban District, concerned Collector of Stamps)
10.	When Stamp Duty is not refunded in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Joint District Registrar (JDR) (In case of Mumbai & Mumbai Suburban District, concerned Collector of Stamps)
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<ol style="list-style-type: none"> 1. Additional Controller of Stamps in Mumbai City and Mumbai Suburban District. 2. Deputy Inspector General of Registration of the concerned region in the rest of Maharashtra. <p>[Detailed list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.]</p> <ol style="list-style-type: none"> 3. If the citizen is not satisfied with action taken by ACS/DIG, then he can file his grievance on email id feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the order of Collector of Stamps /Dy. Inspector General on Refund application?	To Chief Controlling Revenue Authority & Inspector General of Registration, under Section 53 of Maharashtra Stamps Act

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

PART III

OFFICE OF THE

JOINT DISTRICT REGISTRAR (JDR)

CITIZEN'S CHARTER

Sr. No.	Subject	Page no
1.	Correction in records of registered documents.	35
2.	Condonation of delay for presenting the document for registration or for admission.	37
3.	Action on the complaints about giving false statements or impersonation during registration.	39
4.	Appeal against order of refusal of registration	41
5.	Certified copy of Documents/Index registered in Joint District Registrar (JDR) Office	43
6.	Refund of Registration Fee paid by e-Payment System, in case of non - registration of document	45
7.	Refund of excess Registration Fee for registered document	47
8.	Deposit, Withdrawal and Opening of sealed cover of Will	49

1. Correction in Records of Registered Documents

1.	Subject in brief	Permission for correcting mistakes in Index II of registered document or in preparation of record of document
2.	Documents required	1. Proposal sent by the Sub-Registrar[along with application of the party, if given] 2. Copy of Index II/records in which corrections are to be made 3. Copy of the document attested by the Sub-Registrar
3.	Required Duty / Fee	Not applicable
4.	Mode of Payment for Duty / Fee	Not applicable
5.	Time required for providing records for search	1.Receiving of application in Sub-Registrar's office upto sending the proposal to the Joint District Registrar (JDR) office- 7 days. 2. Receiving report from Sub-Registrar's office upto Completion of procedure in the Joint District Registrar (JDR) office- 7 days.
6.	Place where detailed information about the procedure is available	1. Office of the Sub-Registrar 2. Office of the Joint District Registrar (JDR) 3. On the website of the Department at www.igrmaharashtra.gov.in in 'Documents registration' under 'Activities' column
7.	Act/Rules under which this activity is performed	1. Section 68 of the Registration Act, 1908 [The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column]
8.	Related Acts, GRs, Orders, Circulars etc.	Issued from time to time. [Available on the Department's website www.igrmaharashtra.gov.in in 'G.R./Circulars' under 'Publications' column.]
9.	Decision Taking Authority	Joint District Registrar (JDR) of the concerned district [With permission of the District Registrar.
10.	When permission for correction is not granted in prescribed time, the Officer responsible for giving reasons for the same, in writing	Joint District Registrar (JDR) of the concerned district

11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<p>1. Deputy Inspector General of Registration of the concerned region [Detailed list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.]</p> <p>2. If the citizen is not satisfied with action taken by Deputy Inspector General of Registration , then he can file his grievance on email id feedback@igrmaharashtra.gov.in</p>
12.	To which authority and under which section can an appeal be filed against the order of the Joint District Registrar?	Not Applicable

Sd/-

Inspector General of Registration & Controller of Stamps,

State of Maharashtra, Pune

Application for correction of record in registered document must be submitted by the party in the same Office of the Sub-Registrar where the document is registered.

2. Condonation of Delay for Presenting the Document for Registration or for Admission

1.	Subject in brief	<ol style="list-style-type: none"> 1. If an executed document is not presented for registration within 4 months of its execution, then District Registrar, in such a case where delay in presentation does not exceed 4 months can condone the delay under section 25 of Registration Act, 1908. 2. Similarly, if an executant is not present before Sub-Registrar for appearance for admission within 4 months, but presents himself within next 4 months, then in such a case, District Registrar can condone the delay under section 34 of the Registration Act.
2.	Documents required	<ol style="list-style-type: none"> 1. Application by the executant for delay condonation addressed to District Registrar, through concerned Sub-Registrar with comments 2. Application along with Court Fee Stamp of Rs.5/. (in label form) 3. Proof showing unavoidable reasons for delay 4. Receipt of fine recovered for delay
3.	Required Duty / Fee	Not applicable
4.	Mode of Payment for Duty / Fee	Not applicable
5.	Time required for the procedure	<ol style="list-style-type: none"> 1. Receiving application in the Office of the Sub-Registrar upto sending the proposal to the Office of the Joint District Registrar - 7 days. 2. For completing procedure in Joint District Registrar (JDR) office- <ol style="list-style-type: none"> a. Receiving proposal from the Office of the Sub-Registrar upto issuing notice of hearing by the Joint District Registrar (JDR)- 7 days, b. After final hearing upto issuing of order - 15 days.
6.	Place where detail information about the procedure is available	<ol style="list-style-type: none"> 1. Office of the Sub-Registrar 2. Office of the Joint District Registrar (JDR) 3. On the website of the Department at www.igrmaharashtra.gov.in in 'Documents Registration' under 'Activities' column
7.	Act/Rules under which this activity is performed	<ol style="list-style-type: none"> 1. Section 25 and 34 of Registration Act, 1908 2. Rule 25 of Maharashtra Registration Rules,1961 <p>[The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column.]</p>

8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Joint District Registrar (JDR) of the concerned district [With permission of the District Registrar]
10.	When application is not decided in prescribed time, the Officer responsible for giving reasons for the same, in writing	Joint District Registrar (JDR) of the concerned district
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	1. Deputy Inspector General of Registration of the concerned region [Detailed list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.] 2. If the citizen is not satisfied with action taken by Deputy Inspector General of Registration , then he can file his grievance on email id feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the order of the Joint District Registrar?	Not Applicable

Sd/-

Inspector General of Registration & Controller of Stamps,

State of Maharashtra, Pune

Application for delay condonation for presenting document for registration or appearance for admission must be submitted in the same Office of the Sub-Registrar where the document is presented for registration

3. Action on the complaints about giving False Statements or Impersonation during Registration

1.	Subject in brief	Permission for filing criminal proceedings in complaints regarding impersonation, false identification, bogus papers and other illegal activities in registration of any document which are punishable offences under section 82 of Registration Act, 1908
2.	Documents required	<ol style="list-style-type: none"> 1. Complaint application or report of the Sub-Registrar (application format is available on the website of the Department at www.igrmaharashtra.gov.in in 'Forms' under 'Downloads' column 2. Copy of registered document 3. Other coincidental proofs
3.	Required Duty / Fee	Not applicable
4.	Mode of Payment for Duty / Fee	Not applicable
5.	Time required for the permission	<p>In general,</p> <ol style="list-style-type: none"> 1. Issuing notice for hearing – within 7 days from receiving of the complaint/report 2. Completing the procedure of hearing - 30 days 3. Taking decision to lodge offence after final hearing - 7 days
	Place where detailed information about the procedure is available	<ol style="list-style-type: none"> 1. Sub-Registrar Office 2. Office of the Joint District Registrar (JDR) 3. On the website of the Department at www.igrmaharashtra.gov.in in 'Documents Registration' under 'Activities' column
7.	Act/Rules under which this activity is performed	<p>Section 82 and 83 of Registration Act, 1908</p> <p>[The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column.]</p>
8.	Related Acts, GRs, Orders, Circulars etc.	<p>Circular issued by office of Inspector General of Registration, dated 30/11/2013</p> <p>[The Circular is available on the Department's website www.igrmaharashtra.gov.in in 'Circulars' under 'Publications' column.]</p>
9.	Decision Taking Authority	Joint District Registrar (JDR) of the concerned district [With permission of the District Registrar]

10.	When permission is not granted in prescribed time, the Officer responsible for giving reasons for the same, in writing	Joint District Registrar (JDR) of the concerned district
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<ul style="list-style-type: none"> • Deputy Inspector General of Registration of the concerned region [Detailed list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.] • If the citizen is not satisfied with action taken by Deputy Inspector General of Registration , then he can file his grievance on email id feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the order of the Joint District Registrar?	Not Applicable

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

4. Appeal against the Order of Refusal of Registration

1.	Subject in brief	Appeal against the order of the Sub-Registrar regarding refusal of registration of a document presented for registration by the concerned party is filed within 30 days to the District Registrar through the Joint District Registrar (JDR). District Registrar decides the appeal.
2.	Documents required	<ol style="list-style-type: none"> 1. Appeal Memo [Format of application is available on website of the department at www.igrmaharashtra.gov.in in 'Forms' under 'Documents' column.] 2. Copy of document giving reasons for refusal of registration. 3. Copy of concerned extract of Book No.2 given by the Sub-Registrar 4. Appeal Memo with Court Fee Stamp of Rs.5/ (in label form)
3.	Required Duty / Fee	Not applicable
4.	Mode of Payment for Duty / Fee	Not applicable
5.	Time required for decision on the appeal	<ol style="list-style-type: none"> 1. 15 days for issuing notice of hearing after receiving the appeal memo 2. 30 days to take decision after the final hearing
6.	Place where detail information about the procedure is available	<ol style="list-style-type: none"> 1. Office of the Sub-Registrar 2. Office of the Joint District Registrar (JDR) 3. On the website of the Department at www.igrmaharashtra.gov.in in 'Documents registration' under 'Activities' column
7.	Act/Rules under which this activity is performed	<ol style="list-style-type: none"> 1. Section 72 to 76 of Registration Act, 1908 2. Maharashtra Registration Rules, 1961 <p style="text-align: center;">[The Acts and Rules are available on the website of the department at www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column.]</p>
8.	Related Acts, GRs, Orders, Circulars etc.	<p>Circular issued by the office of the Inspector General of Registration, dated 30/11/2013</p> <p>[The Circular is available on the website of the department at www.igrmaharashtra.gov.in in 'G.R./Circulars' under 'Publications' column]</p>
9.	Decision Taking Authority	Joint District Registrar (JDR) of the concerned district [With permission of the District Registrar]

10.	When decision is not taken in prescribed time, the Officer responsible for giving reasons for the same, in writing	Joint District Registrar (JDR) of the concerned district
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<ul style="list-style-type: none"> • Deputy Inspector General of Registration of the concerned region (Detailed list is available on the website of the department at www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.) • If the citizen is not satisfied with action taken by the Deputy Inspector General of Registration , then he can file his grievance on email id feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the order of the Joint District Registrar?	Appeal can be filed against the order of the District Registrar, within 30 days in the competent Civil Court.

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

5. Certified Copy of the Document / Index, Registered in the Office of the Joint District Registrar

1.	Subject in brief	To provide, on demand, certified copy of index of documents registered in the past in the office of the Joint District Registrar (JDR) under section 30 of the Registration Act, 1908.
2.	Documents required	1. Application mentioning Document Number And Year of which certified copy of document/index is required [Application format is available on the website of the Department of Registration and Stamps at www.igrmaharashtra.gov.in in 'Forms' under 'Downloads' column.] 2. Application attached with Rs 5 court fee stamp (In label form)
3.	Required Duty / Fee	1. Copying fees as per Registration Fees Table- <ul style="list-style-type: none"> • If the copy is being given by photocopy or by print of the document registered through Computerized Registration System – Rs. 5 per page • If the copy is being given using the negatives in Govt. Photo Registry or by copying from the handwritten copy of the document – Rs. 20 per page. 2. Rs.5/ for each certified copy of Index II 3. Stamp duty –Rs.20 as per Article 26 of Schedule 1 of Maharashtra Stamp Act
4.	Mode of Payment for Duty / Fee	1. Copying fees- in cash 2. Stamp duty - Court fee stamp (In label form)
5.	Time required for providing certified copy	15 days after application with payment of fees
6.	Place where detail information about the procedure is available	1. Office of the Joint District Registrar (JDR) 2. On the website of the Department at www.igrmaharashtra.gov.in in 'Documents –copy & search' under 'Activities' column.

7.	Act/Rules under which this activity is performed	1. Section 57 of Registration Act, 1908 [The Acts are available on the Department's website www.igrmaharashtra.gov.in in 'Acts' under 'Publications' column.]
8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Concerned Joint District Registrar (JDR)
10.	When certified copy is not given in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Joint District Registrar (JDR)
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<ul style="list-style-type: none"> • 1. Deputy Inspector General of Registration of the concerned region <p>[Detailed list is available on the website of the department at www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.]</p> <ul style="list-style-type: none"> • If the citizen is not satisfied with action taken by the Deputy Inspector General of Registration, then he can submit his grievance on email id feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the order of the Joint District Registrar?	Not applicable.

Sd/-

Inspector General of Registration & Controller of Stamps,

State of Maharashtra, Pune

6. Refund of Registration Fee paid by e-payment System, in case of Non-Registration of Document

1.	Subject in brief	When purpose for which the document is to be registered is cancelled , then Refund of Registration Fees paid through e-payment system can be claimed by the party paying it.
2.	Documents required	<p>1. Application of the party</p> <p>[Application format is available on the website of the Department of Registration and Stamps at www.igrmaharashtra.gov.in in 'Forms' under 'Downloads' column.]</p> <p>2. Proof of Registration fees paid to government by way of e-payment. e.g. print of e-challan showing GRN and CIN No.</p>
3.	Required Duty	Not applicable
4.	Procedure for paying Duty/Fees	Not applicable
5.	Period required for this procedure	<p>1. Receiving application in Sub-Registrar's office upto sending the proposal to the Joint District Registrar - 7 days.</p> <p>2. After receiving the proposal from Sub-Registrar's office and for taking decision on refund proposal in Joint District Registrar office - 15 days,</p>
6.	Place where detail information of the procedure is available	<p>1. Office of the Sub-Registrar</p> <p>2. Office of the Joint District Registrar</p> <p>3. On the website of the Department at www.igrmaharashtra.gov.in in 'Document Registration' under 'Activities' column.</p>
7.	Act/Rules under which this activity is performed?	<p>Maharashtra Treasury Rules, 1969.</p> <p>[This work is concerned with refund of registration fees paid before registration of document, hence provisions of Maharashtra Treasury Rules , 1969 are applicable instead of Registration Act]</p>
8.	Related Acts, GRs, orders, circulars, etc.	Not applicable
9.	Decision Taking Authority	Concerned Joint District Registrar having authority over Sub-Registrar office in which registration fees are paid

10.	When Registration Fee is not refunded in given time, officer responsible for giving reasons in writing	Concerned Joint District Registrar
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<ul style="list-style-type: none"> Deputy Inspector General of Registration of the concerned region <p>[Detail list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.]</p> <ul style="list-style-type: none"> If the citizen is not satisfied with action taken by Deputy Inspector General of Registration, then he can file his grievance on feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the Sub-Registrar's order of refusal of certified copy	Not applicable.

Sd/-

Inspector General of Registration & Controller of Stamps,

State of Maharashtra, Pune

Application for refund of Registration Fees of unregistered document is to be submitted in the office of same Sub-Registrar where registration fees are paid.

7. Refund of Excess Registration Fees

1.	Subject in brief	Refund of excess Registration Fees paid for a registered document
2.	Documents required	<ol style="list-style-type: none"> 1. Application of the party 2. Certified copy of the document 3. Receipt of payment of Registration Fees from Sub-Registrar's office 4. Treasury's Certificate showing deposition of Registration Fees in Treasury
3.	Required Duty / Fee	Not applicable
4.	Mode of Payment for Duty / Fee	Not applicable
5.	Time required for refund	<ol style="list-style-type: none"> 1. From receiving the application in Sub-Registrar's office upto sending the proposal to Office of the Joint District Registrar -7 days. 2. From receiving proposal from Sub-Registrar's office upto submitting proposal to office of Inspector General of Registration by the Joint District Registrar- 7 days, 3. For taking decision on refund proposal in the Office of the IGR -15 days.
6.	Place where detail information about the procedure is available	<ol style="list-style-type: none"> 1. Office of the Sub-Registrar 2. Joint District Registrar (JDR) 3. On the website of the Department at www.igrmaharashtra.gov.in in 'Document Registration' under 'Activities' column.
7.	Act/Rules under which this activity is performed	<ol style="list-style-type: none"> 1. Section 80A of the Registration Act, 1908 <p>[The Acts are available on the website of the department at www.igrmaharashtra.gov.in in 'Acts' under 'Publications' column.]</p>
8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Inspector General of Registration, Maharashtra State, Pune
10.	When excess Registration Fee is not refunded in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Joint District Registrar (JDR)

11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	Inspector General of Registration and Controller of Stamps, Maharashtra State, Pune, New Administrative Building, near Council Hall, Pune. Tel no-020-26123826
12.	To which authority and under which section can an appeal be filed against the order of the Joint District Registrar?	Not applicable.

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

Application for refund of excess Registration Fees paid for a registered document must be submitted in the office of the Sub-Registrar where the document is registered.

8. Deposit, Withdrawal and Opening of sealed cover of Will

1.	Subject in brief	<ol style="list-style-type: none"> 1. A Testator can deposit his Will in a sealed envelope in the office of the concerned Joint District Registrar (JDR). 2. The Testator can withdraw the above sealed envelope any time during his lifetime. 3. If the Testator has not withdrawn the sealed envelope in his lifetime, then after his death, on the application of the claimant, the sealed envelope can be opened and the Will entered in the concerned book. The original Will is then kept in safe custody and certified copy of Will is provided to the applicant.
2.	Documents required	<ol style="list-style-type: none"> 1. To deposit sealed envelope –application, sealed envelope and applicant’s photo identity card. 2. To withdraw the deposited sealed envelope-application and applicant’s photo identity card. 3. To open sealed envelope-application, identity card with applicant’s photo and Death Certificate of the Testator 4. Rs.5/ Court Fee Stamp for all above applications. (in label form) <p>[The Application Format for serial no 1 to 3 are available on the website of the Department at www.igrmaharashtra.gov.in in ‘Forms’ under ‘Document’ column.]</p>
3.	Required Duty / Fee	<ol style="list-style-type: none"> 1. To deposit sealed envelope-Rs.100/ 2. To withdraw sealed envelope-Rs.100/ 3. To open the sealed envelope and register the Will- Rs.100/
4.	Mode of Payment for Duty / Fee	In cash
5.	Time required for the procedure	Application with all required documents-same day
6.	Place where detail information about the procedure is available	<ol style="list-style-type: none"> 1. Joint District Registrar (JDR) Office 2. On the website of the Department at www.igrmaharashtra.gov.in in ‘Documents Registration’ under ‘Activities’ column
7.	Act/Rules under which this activity is performed	<ol style="list-style-type: none"> 1. Section 42 to 46 of Registration Act, 1908 <p>[The Acts and are available on the Department’s website www.igrmaharashtra.gov.in in ‘Acts’ under ‘Publications’ column]</p>

8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Joint District Registrar (JDR) of the concerned district
10.	When activity is not completed in prescribed time, Officer responsible for giving reasons for the same, in writing	Concerned Joint District Registrar (JDR)
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<p>1. Deputy Inspector General of Registration and Deputy Controller of Stamps of the concerned region [Detailed list is available on the website of the Department at www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.]</p> <p>2. If the citizen is not satisfied with action taken by the DIG, then he can file his grievance on email id feedback@igrmaharashtra.gov.in</p>
12.	To which authority and under which section can an appeal be filed against the order of the Joint District Registrar?	Not applicable

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

PART IV

OFFICE OF THE
MARRIAGE OFFICER

CITIZEN'S CHARTER

Reno.	Subject	Page no.
1.	Solemnization of marriage under Special Marriage Act,1954	53
2.	Certified copies of Marriage Certificate	55
3.	Search of entries of marriages solemnized/registered under Special Marriage Act,1954	57
4.	Registration of marriage celebrated in other forms, under Special Marriage Act,1954	59

1. Solemnization of marriage under Special Marriage Act, 1954

1.	Subject in brief	Solemnization of marriage under Special Marriage Act, 1954 by issuing Marriage Certificate. This marriage is also known as Court Marriage.
2.	Documents required	<p>1. Notice in given format of the proposed marriage</p> <p>[The notice format is available on the website of the department at www.igrmaharashtra.gov.in in 'Draft Notices' under 'Downloads' column]</p> <p>2. Documents of bride and groom</p> <p>a) Proof of Age - Birth Certificate or School Leaving Certificate, etc</p> <p>b) Proof of Residence- Electricity bill/telephone bill/copy of leave & license, etc</p> <p>3. If the bride or groom is a divorcee, then Court Decree of divorce</p> <p>4. If either the bride or groom is widowed, then Death Certificate of the spouse</p> <p>5. Identity cards and residential proof of 3 witnesses</p>
3.	Required Duty / Fee	<p>As per Fees Table of Special Marriage Act, 1954</p> <p>1. Rs.50/ for Notice</p> <p>2. If either the bride or groom belong to another district, then additional Rs.50/</p> <p>3. Rs.150/ for solemnization of marriage in the office of Marriage Officer</p>
4.	Mode of Payment for Duty / Fee	In cash
5.	Time required for the procedure	<p>1. Time required for accepting the Notice- In 1 hour from presentation of Notice</p> <p>2. Time required for solemnization of marriage, if there is no objection,</p> <ul style="list-style-type: none"> • After completion of 30 days from publishing of the notice as per section 7 of the Act. • But, after 31 days of publishing of the notice and within 90 days. • Pre-determined time as per applicant's wish - 1 hour
6.	Place where detail information about the procedure is available	<p>1. Office of Marriage Officer</p> <p>2. On the website of the Department at www.igrmaharashtra.gov.in in 'Marriage Registration' under 'Activities' column</p>

7.	Act/Rules under which this activity is performed	<ol style="list-style-type: none"> 1. Special Marriage Act, 1954 2. Rules made by Govt. of Maharashtra in 1964 under Special Marriage Act, 1954 <p>[The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column]</p>
8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Concerned Marriage Officer
10.	When notice is not accepted or marriage is not solemnized in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Marriage Officer
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<ul style="list-style-type: none"> • Joint District Registrar (JDR) of the concerned district • [Detailed list is available on the website of the department at www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.] • If the citizen is not satisfied with action taken by the JDR, then he can submit his grievance on email id feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the Marriage Officer's order of refusal of solemnization of marriage?	Appeal can be filed in the competent court within 30 days of the Marriage Officer's order as per section 8 of the Special Marriage Act, 1954.

Sd/-

**Inspector General of Marriage and
Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

2. Certified copies of Marriage Certificate

1.	Subject in brief	Providing certified copy of marriage solemnized under Special Marriage Act, 1954 on demand.
2.	Documents required	1. Application mentioning the bride/ groom's name with date. [Application format is available on the website of Department of Registration and Stamps at www.igrmaharashtra.gov.in in 'Forms' under 'Downloads' Column.] 2. Application affixed with Rs 5 court fee stamp (In label form)
3.	Required Duty / Fee	Copying fees Rs 25 for each copy
4.	Mode of Payment for Duty / Fee	In cash
5.	Time required for the procedure	1. If computerized record (after 2003) is available, then within 3 days from submitting of the application. 2. In other cases , within 15 days from submitting of the application.
6.	Place where detail information about the procedure is available	1. Office of the Marriage Officer 2. On the website of the Department at www.igrmaharashtra.gov.in in 'Marriage Registration' under 'Activities' column
7.	Act/Rules under which this activity is performed	1. Special Marriage Act, 1954 [The Act is available on the website of the department at www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column]
8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Concerned Marriage Officer
10.	When certified copy of marriage is not given in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Marriage Officer
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<ul style="list-style-type: none"> • Joint District Registrar (JDR) of the concerned district • (Detailed list is available on the department's website www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.) • If the citizen is not satisfied with action taken by the JDR, then he can submit his grievance on email id feedback@igrmaharashtra.gov.in

12.	To which authority and under which section can an appeal be filed against the order of the Marriage Officer?	Not applicable
-----	--	----------------

Sd/-

**Inspector General of Marriage and
Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

3. Search of entries of marriages solemnized and registered under the Special Marriage Act

1.	Subject in brief	Providing search of entries of marriages solemnized / registered under the Special Marriage Act , 1954 on demand.
2.	Documents required	1. Application in the prescribed format. [Application format is available on the website of the Department of Registration and Stamps at www.igrmaharashtra.gov.in in 'Forms' under 'Downloads' Column.] 2. Application affixed with Rs 5 court fee stamp (In label form)
3.	Required Duty / Fee	Search fees -- Rs 5 for first year. For next each year – Rs 5/- (maximum Rs 25/)
4.	Mode of Payment for Duty / Fee	In cash
5.	Time required for the procedure	On the same day after payment of search fees along with the application, but on basis of 'first come first served'.
6.	Place where detail information about the procedure is available	1. Office of the Marriage Officer 2. On the website of the Department at www.igrmaharashtra.gov.in in 'Marriage Registration' under 'Activities' column
7.	Act/Rules under which this activity is performed	1. Special Marriage Act, 1954 2. Rules made by Govt. of Maharashtra, 1964 under Special Marriage Act, 1954 [The Acts and Rules are available on the website of the department at www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column
8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Concerned Marriage Officer
10.	When search is not provided in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Marriage Officer

11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<ul style="list-style-type: none"> • Joint District Registrar (JDR) of the concerned district • (Detailed list is available on the website of the department at www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.) • If the citizen is not satisfied with action taken by the JDR, then he can submit his grievance on email id feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the order of the Marriage Officer?	Not applicable

Sd/-

**Inspector General of Marriage and
Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

4. Registration of marriage celebrated in other forms, under the Special Marriage Act, 1954

1.	Subject in brief	Marriages celebrated in other forms can be registered under the Special Marriage Act as per section 16, if all conditions in section 15 are fulfilled. As per this provision, the Marriage Officer can register such marriage after 30 days of receiving the application from the husband and wife for registration, on planned date and time and then issue the Certificate of Marriage.
2.	Documents required	<ol style="list-style-type: none"> 1. Application(Notice) in the prescribed format as per section 15 of the Special Marriage Act , 1954. [Application (Notice) format is available on the website of the Department of Registration and Stamps at www.igrmaharashtra.gov.in in 'Draft Notices' under 'Downloads' Column.] 2. Documents of bride and groom <ol style="list-style-type: none"> a) Proof of Age- Birth Certificate or School Leaving Certificate, etc b) Proof of Residence- Electricity bill/telephone bill/copy of leave & license, etc 3. If the bride or groom is a divorcee, then Court Decree of divorce 4. If either the bride or groom is widowed, then Death Certificate of the spouse 5. Identity cards and residential proof of 3 witnesses
3.	Required Duty / Fee	As per Fees Table of the Special Marriage Act, 1954 <ol style="list-style-type: none"> 1. Rs.50/ for Application 2. Rs.100/ for solemnization of marriage
4.	Mode of Payment for Duty / Fee	In cash
5.	Time required for the procedure	<ol style="list-style-type: none"> 1. Time required for scrutiny of application- 1 hour from submission of application 2. Time required for solemnization of Marriage <ul style="list-style-type: none"> • As per section 16 of the Act, if no objections are received in 30 days from submission of application, then the marriage will be solemnized as per the applicants wish on pre-planned date and time- 1 hour
6.	Place where detail information about the procedure is available	<ol style="list-style-type: none"> 1. Office of the Marriage Officer 2. On the website of the Department at www.igrmaharashtra.gov.in in 'Marriage Registration' under 'Activities' column
7.	Act/Rules under which this activity is performed	<ol style="list-style-type: none"> 1. Section 16 of the Special Marriage Act, 1954 2. Rules made by Govt. of Maharashtra,1964 under Special Marriage Act, 1954

		[The Acts and Rules are available on the Department's website www.igrmaharashtra.gov.in in 'Acts/Rules' under 'Publications' column
8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Concerned Marriage Officer
10.	When marriage is not registered in prescribed time, the Officer responsible for giving reasons for the same, in writing	Concerned Marriage Officer
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	<ul style="list-style-type: none"> • Joint District Registrar (JDR) of the concerned district • (Detailed list is available on the website of the department at www.igrmaharashtra.gov.in in 'Offices' under 'Organization' column.) • If the citizen is not satisfied with action taken by the JDR, then he can submit his grievance on email id feedback@igrmaharashtra.gov.in
12.	To which authority and under which section can an appeal be filed against the order of the Marriage Officer?	As per section 17 of the Act, appeal can be filed in the competent court within 30 days of the order of the Marriage Officer.

Sd/-

**Inspector General of Marriage and
Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

PART-V

OFFICE OF THE

**DEPUTY INSPECTOR GENERAL OF
REGISTRATION AND
DEPUTY CONTROLLER OF STAMPS**

CITIZEN'S CHARTER

Sr. No.	Subject	Page no.
1	Appeal against the order of Collector of Stamps regarding determination of Market Value.	63

Appeal against the order of Collector of Stamps regarding determination of Market Value.

1.	Subject in brief	In the case of Section 31 (Adjudication) or Section 32A of the Maharashtra Stamp Act, [where deficit stamp duty is not paid as per true market value] if the final order of determination of Market Value by Collector of Stamps is not accepted by the party , then he/she can file Appeal against order of the Collector of Stamps under section 32B of the Maharashtra Stamp Act in the office of the concerned Deputy Inspector General of Registration and Deputy Controller of Stamps.
2.	Documents required	<ol style="list-style-type: none"> 1. Appeal Memo. 2. Application with Court Fee Stamp of Rs.5 (in label form) 3. Certified copy of order of the Collector of Stamps against which the appeal is filed. 4. Certified copy of the concerned document. 5. Papers/proof showing the basis on which valuation should be calculated
3.	Required Duty / Fee	Appeal Fees – Rs 300/-.
4.	Mode of Payment for Duty / Fee	In cash
5.	Time required for the decision on the appeal	<ol style="list-style-type: none"> 1. Appeal memo can be submitted within 60 days from the receipt of order of Collector of Stamps, as per Section 32B of the Maharashtra Stamp Act 2. After Appeal memo is submitted- <ol style="list-style-type: none"> a. To conduct the first hearing – 30 days. b. For decision after final hearing -15 days
6.	Place where detail information about the procedure is available	<ol style="list-style-type: none"> 1. Office of concerned Deputy Inspector General of Registration and Deputy Controller of Stamps 2. On the website of the Department at www.igrmaharashtra.gov.in in 'Stamp Duty Collection' under 'Activities' column.
7.	Act/Rules under which this activity is performed	<ol style="list-style-type: none"> 1. Section 32B of Maharashtra Stamp Act <p>[The Acts is available on the website of the department at www.igrmaharashtra.gov.in in 'Acts' under 'Publications' column.]</p>
8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable

9.	Decision Taking Authority	Office of the concerned Deputy Inspector General of Registration and Deputy Controller of Stamps
10.	When appeal is not decided in prescribed time, the Officer responsible for giving reasons for the same, in writing	Deputy Inspector General of Registration and Deputy Controller of Stamps
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	Inspector General of Registration and Controller of Stamps, Maharashtra State, New Administrative Building , near Council Hall, Pune. Tel. No. 020-26123826
12.	To which authority and under which section can an appeal be filed against the order of the Deputy Inspector General of Registration?	Not applicable

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**

PART -VI

OFFICE OF THE

**ADDITIONAL CONTROLLER OF STAMPS,
MUMBAI**

CITIZEN'S CHARTER

Sr.No.	Subject	Page no.
1	Appeal against order of Collector of Stamps regarding determination of Market Value.	67

Appeal against the order of Collector of Stamps, in Mumbai regarding determination of Market Value.

1.	Subject in brief	In the case of Section 31 (Adjudication) or Section 32A of the Maharashtra Stamp Act, [where deficit stamp duty is not paid as per true market value] if the final order of determination of Market Value by Collector of Stamps is not accepted by the party , then he/she can file Appeal against the order of the Collector of Stamps under section 32B of the Maharashtra Stamp Act in the office of the Additional Controller of Stamps, Mumbai.
2.	Documents required	<ol style="list-style-type: none"> 1. Appeal Memo. 2. Application with Court Fee Stamp of Rs.5 (in label form) 3. Certified copy of the order of Collector of Stamps against which the appeal is filed. 4. Certified copy of the concerned document. 5. Papers/proof showing the basis on which valuation should be calculated
3.	Required Duty / Fee	Appeal Fees – Rs 300/-.
4.	Mode of Payment for Duty / Fee	In cash
5.	Time required for the decision of the appeal	<ol style="list-style-type: none"> 1. Appeal memo can be submitted within 60 days from the receipt of order of the Collector of Stamps passed under Section 32B of the Maharashtra Stamp Act. 2. After Appeal memo is submitted- <ol style="list-style-type: none"> a. To conduct the first hearing – 30 days. b. Taking decision after the final hearing -15 days
6.	Place where detail information about the procedure is available	<ol style="list-style-type: none"> 1. Office of the Additional Controller of Stamps, Mumbai. 2. On the website of the Department at www.igrmaharashtra.gov.in in 'Stamp Duty Collection' under 'Activities' column.
7.	Act/Rules under which this activity is performed	<ol style="list-style-type: none"> 1. Section 32B of the Maharashtra Stamp Act <p>[The Acts is available on the website of the department at www.igrmaharashtra.gov.in in 'Acts' under 'Publications' column.]</p>
8.	Related Acts, GRs, Orders, Circulars etc.	Not applicable
9.	Decision Taking Authority	Additional Controller of Stamps, Mumbai.

10.	When appeal is not decided in prescribed time, the Officer responsible for giving reasons for the same, in writing	Additional Controller of Stamps, Mumbai.
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	Inspector General of Registration and Controller of Stamps, Maharashtra State, New Administrative Building , near Council Hall, Pune. . 020-26123826
12.	To which authority and under which section can an appeal be filed against the order of Additional Controller of Stamps	Not applicable

Sd/-

Inspector General of Registration & Controller of Stamps,

State of Maharashtra, Pune

Part VII

OFFICE OF THE

INSPECTOR GENERAL OF REGISTRATION AND

CONTROLLER OF STAMPS,

STATE OF MAHARASHTRA, PUNE

CITIZEN'S CHARTER

Sr.No.	Subject	Page no.
1	Appeal against the order of Collector of Stamps regarding assessment of Stamp Duty.	71

Appeal against the order of Collector of Stamps regarding Assessment of Stamp Duty

1.	Subject in brief	In the case of Section 31 or 32A of the Maharashtra Stamp Act, if the order regarding classification of document for Stamp duty determination or order of determination of Stamp Duty by the Collector of Stamps is not acceptable to the party, then he/she can file an appeal against the order of Collector of Stamps under section 53 of the Maharashtra Stamp Act in the office of the Inspector General Of Registration and Controller Of Stamps within 60 days from the said order. Appeal can also be filed in cases of Refund of Stamp duty as per section 47-52 of the Maharashtra Stamp Act, against the order of Collector of Stamps/ Deputy Inspector General of Registration and Deputy Controller of Stamps / Additional Controller of Stamps.
2.	Documents required	<ol style="list-style-type: none"> 1. Appeal Memo. 2. Application with Court Fee Stamp of Rs.5 (in label form) 3. Certified copy of the order against which the appeal is filed. 4. Certified copy of the concerned document. 5. Papers/proof showing the basis on which appeal is filed
3.	Required Duty	Appeal Fees – Rs 300/-.
4.	Procedure for paying Duty/Fees	In cash
5.	Period required for the procedure	<ol style="list-style-type: none"> 1. Appeal memo can be submitted within 60 days from receiving of the order of Collector of Stamps/ Deputy Inspector General of Registration and Deputy Controller of Stamps / Additional Controller of Stamps as per Section 53 of the Maharashtra Stamp Act. 2. After Appeal memo is submitted- <ol style="list-style-type: none"> a. To conduct the first hearing – 30 days. b. Taking decision after final hearing -15 days
6.	Place where detail information of the procedure is available	<ol style="list-style-type: none"> 1. Office of Inspector General of Registration and Controller of Stamps, Maharashtra State, New Administrative Building, near Council Hall, Pune. 2. On the website of the Department at www.igrmaharashtra.gov.in in 'Stamp Duty Collection' under 'Activities' column.

7.	Act/Rules under which this activity is performed?	1. Section 53 of the Maharashtra Stamp Act [The Acts is available on the website of the department at www.igrmaharashtra.gov.in in 'Acts' under 'Publications' column.]
8.	Related Acts, GRs, orders, circulars, etc.	Not applicable
9.	Decision Taking Authority	Inspector General of Registration and Controller of Stamps, Maharashtra State, Pune.
	When appeal is not decided in given time, officer responsible for giving reasons in writing	Inspector General of Registration and Controller of Stamps, Maharashtra State, Pune.
11.	Name, official address and telephone number of the officer with whom complaint can be lodged regarding this procedure	Secretary, Relief and Rehabilitation, Revenue and Forest Department, Mantralaya, Mumbai-32. . -022-22025274
12.	To which authority and under which section can an appeal be filed against the Sub-Registrar's order of refusal of certified copy	Not applicable

Sd/-

**Inspector General of Registration & Controller of Stamps,
State of Maharashtra, Pune**