

FAQs for Marriage Registration System (MRS)

Sr. No.	Questions	Answers
1	What URLs can be used to access the Marriage Registration site?	The Marriage Registration System launched by Govt. of Goa is a state specific instance and it can be accessed from the link given on State Registration website.
2	What are the key features of Marriage Registration?	<ul style="list-style-type: none"> • The software is configurable as per Marriage Registration Act. • Role-based access to Department users. • SMS facility to send alerts to citizens & departmental users. • Hierarchy based scrutiny of application. • Interface for Online payment facility.
3	What are the benefits of using Marriage Registration?	<ul style="list-style-type: none"> • It reduces the administrative overhead of Government departments by minimizing the use of paper, registration time before proceeding to the SR office
4	What security features are implemented in Marriage Registration?	<ul style="list-style-type: none"> • Security Audit: The MRS application has been security audited by empanelled audit agency and the application security audit, the certificate has been obtained. • Password / OTP based login facility is provided
5	How can I sign up for Citizen registration?	Signing up for MRS is easy - all you need is to fill the Form given on respective website and Login Id will be given to you for further process through SMS.
6	I am waiting for the OTP, but I haven't received it for more than 5 minutes. What should I do?	While using MRS, the OTP is sent instantaneously. Sometimes there may be temporary problems either on our servers (while generating/sending OTP) or in delivery of the SMS by your mobile service provider. We suggest you wait for a few more minutes and try again. There may be event that SMS packs may get exhausted in such event the department takes care of that.
7	I have forgotten my username/password. What should I do?	To recover your username/password Contact to Your Department they will reset your Password then go to Generate Password Page and enter your User Id after that you can set your New Password.
8	How do I submit application for Marriage registration?	<p>Guidelines to apply for Marriage registration.</p> <p>Please read the guidelines before applying for Marriage registration details at the website</p> <p>Step1: New user registration</p> <p>Step2: Login</p> <p>Step3: Fill all details of -Marriage</p> <p>Step4: Fill the Groom, Bride and their Parents, if required(Witness Details)</p> <p>Step5: I-Upload File</p> <p>Step6: J- Data submission</p> <p>Step 7: Wait for verification by SRO</p> <p>Step 8 : Proceed for Payment</p>

		<p>Step 9: Book appointment after successful payment.</p> <p>Step-10 Go to registrar office for Marriage Declaration Signature.</p> <p>Step-11 Wait for completion of Waiting Period or upload APP (To waive off Waiting period).</p> <p>Step-12 Book Second Appointment or Get Priest Letter (in case of Canonical Marriage).</p> <p>Step-13 Apply for Final Certificate and get it from Department after successful payment.</p>
9	What is the maximum allowed file size that can be uploaded?	The maximum size of document is 5 MB and it is done as per the requirement of department.
10	What type of files can be uploaded?	File types that can be uploaded – only Pdf files.
11	Revert the document	Not possible to revert the document once it is accepted by SRO and processed for payment verification
16	Can I know the status of a payment?	<p>Yes, follow the below Procedure to check payment status:</p> <p>1. Go to the citizen login.</p> <p>There you will find option to check the payment status on Dashboard.</p>