

Frequently Asked Questions

Q1.How password should be given?

Password length must be minimum 8 characters. Password Must contain atleast one(capital letter , small letter, special character and digit) eg : abcdA09@.

Q2.How can I change the password?

You can change the password using Change Password Link.

Q3.What should be the format of Pan number?

Pan no must contain 10 chars, XXXXX9999X where X is an alphabetic character and 9 is a numeric digit.

Q4.What should be the format of Bank Passbook?

Bank passbook should be 15-Digit Account Number.

Q5.What should be the format of aadhar card (UID)?

Aadhar card is a 12 digit identification number.

Q6. What should be the format of Licence?

Licence should consist of 5 letters, 6 numbers and then a combination of numbers and letters.

Q7. What should be the format of Passport number?

Passport numbers are 9 digits with no letters.

Q8. How to download Secugen?

Click on the Download Secugen dll [Click Here](#) link .

Q9. How to modify a Token?

Login with your username and password, enter your token number in “Modify Draft Token” field and press enter.

Q10. What should be the format for GRN number?

GRN number must contain 18 chars, XX9999999999999999X where X is an alphabetic character and 9 is a numeric digit.