

Frequently Asked Questions and Answers

1. What can I correct in the NRC Draft Correction Portal other than my name?

Answer: In the NRC Draft Correction Portal, you will be able to make corrections of spelling of name of Applicant, Father, Mother, Spouse, and in other particulars viz. Age/ DOB (Date of Birth), Gender, Address (Permanent or Present) and Place of Birth. All corrections are to be made as per information submitted in the original Application Form by applicant. Changes that might have occurred in status of applicants since 2015 such as in marital status, age, present address etc. will not be changed by way of online correction submission. This is to be noted that correction will be made if there is any data entry error in digitizing the Application Form submitted in May – August 2015.

2. How do I register in the name correction portal?

Answer: Please click on the User Manual on the home page of the portal for details on “*how to register*”.

3. Can I use my mobile number to register multiple ARNs?

Answer: No. One number can be used to register only one ARN. Once registered, the mobile number will be referred to as Registered Mobile Number (RMN). One RMN – One ARN, One ARN – One RMN. Mobile number must be from India and of 10 digits.

4. Can I register using the ARN only?

Answer: Yes. But in case you have used a Legacy Data Code (LDC) in your Application Form, the LDC is essential for registration.

5. Can I use a different mobile number for registration, other than the one provided in NRC Application Form?

Answer: Yes, you can use a different mobile number for registration in the portal. However post the registration process that particular number cannot be used for registering with any other ARN. One RMN – One ARN, One ARN – One RMN. Further that registered number will be referred to as the Registered Mobile Number (RMN).

6. Do I need to keep my original NRC Application Form handy to register my ARN?

Answer: Yes. You may keep the original NRC Application Form handy so that during registration you can quote the name of HOF (Head of Family) and Legacy Data Code (LDC) from Side A and Side C of the NRC Application Form.

7. I forgot my Legacy Data Code (LDC). How can I get it now?

Answer: You can refer to the LDC written in the Side C of the original NRC Application Form.

8. I don't know my Village name/ Town Ward No. Where do I get the information?

Answer: You can look for the same by entering the ARN in the NRC Draft Portal. Please note that the Village Name/ Town Ward along-with the 3 (three) digits in brackets is displayed at the area above the names of Family Members

9. I have entered my ARN, but it is showing invalid. What do I do?

Answer: Please re-check your ARN again. The ARN is a 21 digit number mentioned in the Acknowledgement Receipt. Further, please remember that Correction can be made using this portal only if your name was included in the Complete Draft NRC. If not included then you will not be able to use this portal. You can check your status in Complete Draft by checking the NRC Draft Portal.

10. Can I do the corrections through mobile or tablet?

Answer - NRC Draft Name Correction Portal will work only through desktops/ laptops. It will not work through Mobile Phones/ Tablets. Even if one opens the portal through Mobile Phones/ Tablets, the Portal may open but the particulars, especially in vernacular languages may not appear correctly - it is advisable therefore, **not to try and operate the portal through Mobile Phones/ Tablets.**

11. Can I register my ARN multiple times?

Answer: No. One ARN can be registered only once.

12. What to do if I am unable to register/ login?

Answer: Inform us at 15107 or 1800-345-3762 in case of any problems or assistance in typing or on noticing any mischief for example, inability to register for your ARN or any information about misuse.

13. I am unable to type to register for my ARN. What should I do?

Answer: Inform us at 15107 or 1800-345-3762 in case of any problems or you need assistance in typing.

14. How long is the process of Registration and Correction?

Answer: Registration will take just a few minutes. Whereas corrections/ modifications in particular would require time depending upon the numbers of Family Members, particulars that requires correction and time taken in typing any complicated spelling. This may take time ranging from a few minutes to an hour or so. Plan your time accordingly.

15. Do I need to use the virtual keyboard?

Answer: You can use the virtual keyboard for typing, in case the intended correction/ modification is not available in the suggestion list when you type directly from your machine's keyboard.

16. Is any practice facility for typing available, since I haven't typed in Assamese/Bengali/Bodo language for quite some time now?

Answer: Yes. Before typing in the actual text box, you can practice using the “Scratch Pad/ Practice Area” to gain confidence.

17. I made some mistakes while submitting the Application Form in 2015. Can I provide the correct information now in the correction portal?

Answer: An applicant cannot make any new changes even if mistakes were made in the Application Form. Corrections/ modifications can be carried out only in case where the particulars appearing in the NRC Draft do not match with the particulars as submitted by the applicant in the Application Form. No new additional changes can be done.

18. My contact number provided during the time of application has changed to a different number. And I don't have access to the previous number. Can I update it in the correction portal?

Answer: Yes mobile numbers can be updated. Further, the Mobile Number need not be the same as the Registered Mobile Number (RMN).

19. We have moved to a different location since 2015. Can I update my address in the correction portal?

Answer: You can't change the present or permanent address from the one given in the NRC Application Form. Only if there is a spelling etc. error in the given addresses that change can be made. However, if the present address has changed, then you can give your current address for any communication at the time of registration under “Correspondence Address” section.

20. I got married recently. Can I update my marital status now in the correction portal?

Answer: No, marital status cannot be changed. The marital status has to match with the particulars in the original Application Form.

21. I mistakenly marked my gender as 'Female', instead of marking 'Male' during the time of form submission. Can I correct it now?

Answer: No. The gender has to match with the particulars in the original Application Form.

22. Can I make corrections for all the members of my family?

Answer: Yes, but provided they are included in the Complete Draft NRC.

23. Do I need to make all the changes at one session?

Answer: All corrections/ modifications need not be made during one login session only. Corrections/ modification made can be saved before logout. However, any changes in corrections/ modifications can be made only up to final submission (Receipt Generation). After final submission and receipt generation, no further changes will be possible either through online or offline.

24. I need to make some edits to the correction I have done in the portal. Can I edit it again?

Answer: Yes, you can edit before final submission at the time of “Receipt Generation”. But after receipt generation, no further changes will be allowed. So, be cautious.

25. I forgot to make corrections for one of my family members, but I have already clicked on final submission. Do I need to submit changes in the manual correction form to my designated NSK? Also, while submitting the manual correction form, do I need to provide the correction for each of the members again?

Answer: No. After receipt generation, no further changes will be allowed either online or offline for any member of that ARN.

26. If I submit the correction online, do I need to submit it via the manual correction form again?

Answer: No. Online correction is equivalent to offline correction. In case any contradiction is noticed between the particulars submitted online and those particulars submitted offline by manual submission of Correction Format at the designated NSK, preference will be given to the particulars submitted online.

27. I have submitted the correction both online and via manual process. Which will be taken in consideration?

Answer: In such cases, online corrections will be given preference.

28. During submission of NRC Application Form, I forgot to attach my photo. Can I upload it now?

Answer: Yes, you can upload your photo in the correction portal, if no photo was provided during the application process. However, if you have submitted a photo already, you cannot replace it, you can only inform by clicking on the '**Need to change**' check box.

29. The photo in my form as shown in the portal is incorrect. But I cannot replace it. What do I do?

Answer: You cannot upload any photo or replace any photo. However you can indicate your problem by clicking on the box "**Need to change**" beside the photo. This can be done if the photo is incorrect or it got mixed up with other member of your family. The correction procedure in this case will be taken up separately.

30. A member/ few of the members displayed against my ARN in the portal, is not part of my family. What do I do?

Answer: If any person is wrongly admitted to your ARN, click on any of the member's information, then go to the '**mixing of families**' section. You can select the member who is not part of your ARN in this section, to notify us about the same. If more than one member is wrongly admitted to your ARN, then click on the 'control' key in your keyboard, and simultaneously select the multiple members that are not part of your ARN.

31. All my family members featured in the Complete Draft NRC. But the correction portal is not showing all of my members. What do I do now?

Answer: Contact your designated NRC Seva Kendra (NSK) or call our Toll free NRC helpline number 15107 (within Assam) or 1800-345-3762 (from outside Assam).

32. In the name correction portal, can I make changes for those members who have not appeared in the Complete Draft NRC?

Answer: As of now, no changes can be made for those members whose name did not appear in the Complete Draft NRC.

33. The photo I submitted in the year 2015 does not match with my appearance now. Can I upload a recent photo?

Answer: No.

34. Will the portal allow me to make changes only in Assamese?

Answer: Changes can be made in either English or any of the other vernacular languages viz. Assamese, Bengali, Bodo.

35. I logged out of the portal before I finished making changes to one of the member information. Can I resume from where I left off when I log in again?

Answer: Yes, you can resume from wherever your session expired provided you saved the changes by clicking on submit for individual members.

36. Can I cut copy paste during online correction?

Answer: No, the cut copy paste function will not work during the online correction process.

37. How do I keep a record of the corrections/ modifications made by me in the portal?

Answer: A red text flag “**Updated**” will be displayed against members/fields where corrections/modifications are made. This display will appear just before final submission of such changes i.e just before you click the “Submit” button after ticking the checkbox “I confirm the above changes”. You may like to keep the screen shot of this display of the changes made for future reference as the details of the corrections made will not be given in the Receipt generated after final submission.

38. I have submitted my correction and generated a receipt. Will the correction be automatically updated in NRC draft?

Answer: Changes made by you in the correction portal is subject to verification of successful matching with the particular given in the original Application Form which will be taken up at your NSK. After final submission, the portal will generate a receipt – You need to keep that for future reference.

39. How long do I need to wait for the corrections results after submitting the correction online?

Answer: Corrections/ modifications made here will be accepted only after manual comparison with the Application Form. An SMS will be sent on acceptance. This process will take a few months.

40. How will I know if the corrections done by me have been accepted?

Answer: On acceptance an SMS will be sent on successful matching of the corrections/modifications with the particulars in the original Application Form.

41. I found out that someone else misused my ARN in the correction portal. What can I do about it?

Answer – It needs to be noted that criminal action will be taken against those persons who try to make any corrections/ modifications of any persons/ ARN without authorization from users of that ARN. If any person finds that his/her ARN is already registered or submitted by someone else without consent, then such incidences should immediately be reported to the NRC Call Centre /Toll free helpline number 15107 (within Assam) or 1800-345-3762 (from outside Assam) to the designated NSK. The address of the registered person entered during registration will be used as an updated correspondence address.

42. How many SMS will I receive from the NRC Draft Correction Portal?

Answer: You will receive 3 (three) SMS from the correction portal

1. OTP (One Time Password) – this SMS will be sent during registration.
2. Submission of corrections/ modifications - this SMS will be sent immediately on submission of the corrections/ modifications in particulars.
3. Acceptance - this SMS will be sent on successful matching of the corrections/ modifications with the particulars in the original Application Form.

43. What is the last date of online correction?

Answer: The last date of submission of online correction is 31st January 2019.