

**GOVERNMENT OF PUDUCHERRY
TRANSPORT DEPARTMENT**

No. 24/TD/PARIVAHAN/2025/009

Puducherry Dt. 19/06/2026

CIRCULAR


Sub: Transport – General guideline towards usage of user credentials in the Vahan and Sarathi
Application – Instructions issued– Reg.

The services related to Driving License, Registration Certificate, Permit etc with respect to this Department are being delivered using the Vahan and Sarathi 4.0 web application. In this connection citizen apply services online and pay the fees online, the concerned authority/dealing Assistants will scrutiny the application and approve the same for issue of DLs/RCs/Permits services, by using the OTP based user credentials provided by this Department. In this connection it is pertinent to mention to all Parivahan users that the user credentials, such as usernames and passwords, are indeed very important because they are the primary way systems verify a user's identity before approving/granting the RTO services in Vahan and Sarathi application. Securely managing these credentials is vital to prevent unauthorized access, data breaches, and other security risks. The IT Act 2000, Section 66C & 43 also focusing on the dishonest usage of another person's user credentials, electronic signatures or other unique identifiers.

In this connection the Users of Vahan/Sarathi application etc are strictly instructed not to share the user credential and OTP to anyone for any purpose, which is violation and may result in disciplinary action against the users at both side. It is the responsibility of the owner of the user credential for the approved RTO services in the Vahan/Sarathi application. The users are also advised to follow the general guidelines to maintain their user credentials securely and confidentially:

Keep Your Credentials Confidential	<ul style="list-style-type: none">• Do not share your login ID or password with anyone.• Avoid writing down your credentials in accessible locations.• Be cautious when accessing systems on shared or public devices• Exclusive Use: Your login ID and password are assigned solely to you and must not be shared with anyone, including colleagues, supporting staff, supervisors, or family members.• Security Risks: Sharing your credentials can lead to unauthorized access, potential misuse, and security breaches
Create Strong Passwords	<ul style="list-style-type: none">• Minimum length: 8 to12 characters.• Include: Uppercase and lowercase letters, numbers, and special characters.• Avoid: Using personal information, common words, or easily guessable patterns.• Change your password every 90 days or immediately if you suspect it has been compromised.• OTP: Not to share the OTP to anyone, received from their personal mobile number attach with the user credentials.

Log Out After Use	<ul style="list-style-type: none"> • Always log out from systems when you're finished, especially on shared or public computers. • Close your browser or application completely to ensure your session ends
Adhere to Organizational Policies and IT Act.	<ul style="list-style-type: none"> • Immediately report any lost or stolen credentials, unauthorized access, or suspicious activities to the concerned authority. • Familiarize yourself with and comply with all relevant IT and security policies and I.T. Act.
Consequences of Sharing Credentials	<ul style="list-style-type: none"> • Accountability: If someone else uses your login credentials, both you and the individual may be held responsible for any resulting actions or violations. • Policy Violation: Sharing your login information is a violation of organizational policies and can lead to disciplinary action.


 19/6/2025
 (Dr.A.S.SIVAKUMAR)

TRANSPORT COMMISSIONER

To

1. The All Users of Vahan and Sarathi Application of this Department,
Puducherry, Karaikal, Mahe & Yanam
2. M/s. United Telecoms Ltd, Service Provider, Vahan/Sarathi application.

Copy to:

The P.S. to Transport Commissioner, Transport Dept. Puducherry

The P.A. to Dy. Transport Commissioner, Transport Dept, Puducherry

The P.A. to Executive Engineer(Automobile), Puducherry