GOVERNMENT OF PUDUCHERRY
TRANSPORT DEPARTMENT

No. 1902/TD/Estt/ES-3/2026/ Puducherry,20-02-2026

CIRCULAR

Subject : Transport Department - Implementation of online/faceless services – Procedure to be followed for all online services under VAHAN & SARATHI portals – Instructions issued – Reg.

It has come to the notice of the Department that complaints are occasionally being received from the public alleging insistence on submission of physical documents and other procedural deviations in services that are otherwise provided through online/faceless mode.

The Transport Department is implementing faceless and online services through VAHAN 4.0 and SARATHI portals with the objective of ensuring transparency, accountability, and minimizing public interface. While most services are to be processed online, certain services require limited physical verification as per prescribed rules and system requirements.

In order to ensure uniformity and avoid any ambiguity in service delivery, all Regional Transport Officers / Motor Vehicle Inspectors / staff of RTO/Unit Offices are hereby instructed to strictly adhere to the following procedure:

1. Online Processing

1. All applications for services such as learner's licence, driving licence, registration of vehicles, transfer of ownership, renewal, permits, etc., shall be processed strictly through the VAHAN/SARATHI portals.
2. Applicants shall not be insisted upon to submit physical applications or documents when the service is fully enabled online and documents are uploaded through the portal.
3. Officers shall verify documents through the system and process applications in a time-bound manner.

2. Cases Requiring Physical Verification

Physical production of documents/vehicle shall be insisted upon only where it is mandatory under rules/system:

a. Re-registration of vehicles brought from other States
b. Physical inspection of vehicle where required
c. Verification of genuineness of Registration Certificate or supporting records
d. Any other case specifically mandated by statutory provisions or portal workflow

In such cases, the applicant shall be clearly informed of the requirement and the reason for physical verification.

3. Transparency & Public Facilitation

1. All payments shall be made only through the official online payment gateway.
2. Applicants shall be guided to use online services and avoid middlemen.
3. Helpdesks shall assist the public in filing online applications wherever required.
4. As all VAHAN services have already been on-boarded on Common Service Center(CSC) platform, hence public should be encouraged to utilize the same.

4. Record Maintenance

1. All transactions must be traceable through the portal/application number.
2. Any physical verification conducted shall be recorded in the system/register with proper remarks.

5. Responsibility

Any deviation from the above instructions, insistence on unnecessary physical documents, or complaints regarding irregular practices will be viewed seriously

All Regional Transport Officers are directed to circulate these instructions to all officers and staff under their control and ensure strict compliance

Digitally signed by Aman Sharma
Date: 20-01-2026 15:21:44
AMAN SHARMA
TRANSPORT COMMISSIONER

To

The Regional Transport Officer (Puducherry, Karaikal, Mahe, Yanam)

Copy to :

Commissioner -cum-Secretary(Transport)

GOVERNMENT OF PUDUDCHERRY
TRANSPORT DEPARTMENT
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No. 24/TD/PARIVAHAN/2025/089 Puducherry Dt. 19/06/2025

CIRCULAR

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

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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	• **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	• **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	• **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.	• **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	• **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(Automibile), Puducherry

GOVERNMENT OF PUDUDCHERRY
TRANSPORT DEPARTMENT
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No.24/TD/PARIVAHAN/2025/ Puducherry Dt 23/07/2025

CIRCULAR

Sub: Transport – General guideline towards Driving License, Registration certificate and other transport related services – Information presented in Electronic Form through IT or Mobile app platform – Reg.

Ref: 1. Section 211A of the Motor Vehicles Act 1988
2. S.O 4353(E), Dt.16-09-2022 of MoRTH, GOI, New Delhi

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Kind attention is invited to the Statutory Order(SO) second referred above, wherein the MoRTH, Government of India, has allowed the aadhar authentication for the purpose of usage of digital platforms to ensure good governance and also notified that any individual citizen desires of availing various services online through the portal https://parivahan.gov.in or m-Parivahan application must require to undergo aadhar authentication.

2. In the interest of Good Governance, the MoRTH, New Delhi has initiated various process of automating the Vehicle Registration and Driving License related services that are being rendered by the transport authorities. The objective behind this is to provide:

- Delivering improved DL/RC services access to the citizens with better quality, efficient and in a transparent manner
- Removing the hassles and queues faced by citizens currently and to access the DL/RC information instantly by the citizen and other Government Departments.
- Minimizing the extensive paperwork currently being done on the ground.
- In order to promote ease of living of residents and to enable better access to RTO services, the DL/RC services have been integrated with CSCs and Govt. Services Delivery Web-Portals.

3. Further, the Ministry of Road Transport and Highway (MoRTH), GoI, New Delhi has also been facilitating computerization of over 1300+ Road Transport Offices (RTOs) across the country. The Registration Certificate (R.C.) & Driving License (D.L.) issued by Transport Department is considered valid across the country under the relevant statute. The Ministry has entrusted National Informatics Centre (N.I.C.) with the task of standardizing & deploying two softwares - VAHAN for Vehicle Registration and SARATHI for Driving Licenses and of compiling the data with respect to Vehicle Registration and Driving Licenses of all the states in State Register and National Register. The applications VAHAN & SARATHI were conceptualized to capture the functionalities as mandated by the Motor Vehicles Act, 1988 and the Central Motor Vehicle Rules 1989 as well as State motor vehicle Rules with customization in the core product to suit the requirements of all States and UTs.

4. At present the RTO services in the Centralised Vahan & Sarathi application have been integrated with Mobile OTP based or Contactless/Aadhar authentic based services for which any card holder should upload relevant document electronically required for a particular DL/RC related services using mobile OTP or Aadhaar authenticated OTP of the DL/RC holder as per the statutory provision under the I.T. Act 2000, the Motor Vehicles Act, 1988; Central Motor Vehicles Rules, 1989 and amendments made thereunder.

5. Hence, all the Motor Vehicle Inspectors, Assistant Motor Vehicle Inspectors and Officers/Officials concerned are hereby strictly instructed to adhere the instructions while scrutinizing and approving the services related to Driving License, Registration Certificate, Permit and others as follows:

(i) As per the Motor Vehicles Act, Rules and Amendments thereunder, the Vahan & Sarathi 4.0 central application has been configured. Thereby, any public/citizen intending to apply for

RTO related services shall apply online by uploading necessary documents, photo and signature wherever necessary.

(ii) The Authority concerned shall scrutiny the uploaded online application. If the application attached with necessary documents is found satisfactory as per relevant Act and Rules, it shall be moved to approval stage. If there is any lacking or discrepancy observed, then the authority may return the online application by remarking deficiency in brief. The Authority should not insist for physical document and personal appearance for the OTP based/Faceless delivery of service as mandated by the Ministry.

(iii) Uniformity in enclosure of documents as proof for each service across the U.T of Puducherry in all RTO's, Sub-offices have to be maintained while scrutinizing by the concerned authorities relating to each exclusive service. In case of exercise of discretionary powers, the authority concerned should act within the ambit of the relevant Act and Rules.

(iv) On completion of Scrutiny, the authority should approve the application immediately in order to fulfill the service delivery on the same day except clearance awaited from the authorities other than Transport Department.

(v) Once the services with respect to DL/RC is approved and ready for printing, the authority should ensure that the DL/RC is printed and delivered for despatch on the same day. The Service Provider appointed by this Department for printing of DL&RC shall print the card and make it ready for despatch on the same day.

(vi) Uploading of documents for all RTO services has been enabled. Henceforth, scanning of documents are not required. However, the approved applications can be viewed using Document Management System(DMS) facility provided in the Vahan/Sarathi application.

(vii) Further, any applicant/citizen should compulsorily appear in person for driving skill test. Moreso, for the services relating to renewal of RC, Alteration of Vehicle, Fitness Certificate, Re-Registration, etc, the service requesting vehicle should obligatorily produced for inspection before the concerned authority.

(viii) The Vahan/Sarathi Central application has been developed with adequate security and the users can enter the user credentials assigned alongwith an OTP generated through their personal mobile number for login to the application. The Users are strictly instructed not to share the user credentials and/or OTP to any other person for any purpose. If shared the sole responsibility vests with the him. Also it is a total violation by the credential holder and it invokes disciplinary action against the violated credential users.

6. In view of the above, all the users of Vahan & Sarathi application should scrupulously follow the instructions without any deviation and it takes immediate effect.

(A.KUMARAN)
DY. TRANSPORT COMMISSIONER

To
The All Users of Vahan and Sarathi Application of this Department,
Puducherry, Karaikal,Mahe & Yanam

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

GOVERNMENT OF PUDUDCHERRY
TRANSPORT DEPARTMENT
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No.24/TD/PARIVAHAN/2025/010 Puducherry Dt.12/09/2025

CIRCULAR

Sub: Transport Department–Parivahan Application Users – Strict adherence of instructions-Communicated – Reg.

Ref: 1. Circular No. 24/TD/PARIVAHAN/2025/009, Dt.19-06-2025 of the Transport Department.
2. Circular No. 24/TD/PARIVAHAN/2025, Dt.23-07-2025 of the Transport Department.

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Almost all the Vahan and Sarathi related services are made online. As and when the RTO related service online application is received from any general public/applicant, the concerned official/authority has to personally scrutiny and approve the online applications. It is learnt that many officials and authorities of this department are not duly following the usage of user credentials as instructed earlier vide Circular 1st referred above, which is absolute violation of the Information Technology Act, 2000. Further, it is also instructed not to keep pending the Vahan/Sarathi services without processing and also without adhering to the instructions stipulated vide Circular 2nd referred above.

2. As all the stages of processing are being recorded along with the date, time and the user details in the Vahan log file, It is strictly instructed that the Vahan/Sarathi application users should follow all the guidelines/ instructions issued in this regard. Failure if any will be viewed seriously and is found in violation of Section 43,66C,66D and 72 of the Information Technology Act, 2000. Hence, scrupulous adherence is solicited from the officials/authorities concerned.

3. This may be treated as **MOST IMPORTANT.**

12/9/2025
(Dr.A.S.SIVAKUMAR)
TRANSPORT COMMISSIONER

To
1. All RTOs/MVIs/AMVIs/EAs/Check Post officials and other Users of Vahan and Sarathi Application of this Department, Puducherry, Karaikal,Mahe & Yanam
2. The Programmer, Transport Dept.- With instructions to coordinate and monitor.

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