

GOVERNMENT OF PUDUCHERRY
TRANSPORT DEPARTMENT

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

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.

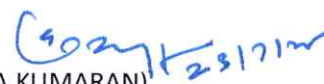
5. Hence, all the Motor Vehicle Inspectors, Assistant Motor Vehicle Inspectors and Officers/Officials concerned are hereby strictly instructed to adhere the instructions while scrutinizing and approving the services related to Driving License, Registration Certificate, Permit and others as follows:

- (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