



DATE: 27-04-2023

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[SarathiOnWeb](https://sarathi.parivahan.gov.in/sarathiservice/sarathiHomePublic.do) (<https://sarathi.parivahan.gov.in/sarathiservice/sarathiHomePublic.do>)

[Common Portal](https://sarathi.parivahan.gov.in/sarathi/login.do) (<https://sarathi.parivahan.gov.in/sarathi/login.do>) [MIS Reports](#)

(<https://sarathi.parivahan.gov.in/SarathiReport/sarathilogin.do>)

Appointments: General Guidelines to the Applicants:

1. Appointment should be taken whenever the applicant require to take test.
2. If the applicant failed in test to attend retest requires to take appointment again to attend the retest.
3. If the applicant was absent for test then also the applicant should take appointment again.
4. Before booking a slot check on the availability of slots (date,slot no. and quota -available) using the Enquiry options (Ex: enquiry LL Test Slot) available in the portal.
5. Before attending the test, please read the general rules regarding first/second/third test attempts and other details given in the Appointment Acknowledge slip.
6. When Booking an Appointment
 - a) View the availability dates chart shown carefully. Check Color indicators mentioned on Screen.
 - b) Select the desired date from the calendar (shown in green color)
 - c) Select the Desired Slot No. from the list shown if the quota available is >0
 - d) Book Slot and in the preview Form Confirm to Save.
 - e) Take the printout of the Appointment Acknowledgement Slip (to be shown at test time)
 - f) Attend the test as per the appointment Date & time along with necessary documents.
7. No additional/separate/extra fee need to be paid to any individual or officer except those amounts defined by the govt. for transaction/test fees etc as applicable. Applicants are requested not to pay any other amount towards appointment booking other than the amount paid online. Sarathi Portal is not responsible for any extra amount spent by the applicants.
8. The Appointment quota and slots per day under different categories are defined and controlled by the State Transport Dept (or concerned RTO) as per the policy/administrative decisions of the designated authorities. The availability of Quota/Slots are reflected in the portal as defined by the state. Any queries on these have to be addressed to the respective state transport dept. only and Sarathi portal has no role in this.
9. Rebooking an Appointment to Postpone or Prepone an already taken Appointment:
 - a) Check on the availability of slots (date,slot no. and quota -available) using the Enquiry options (Ex: enquiry LL Test Slot) available in the portal
 - b) Cancel the existing Appointment before booking next appointment
 - c) Follow steps (a) to (f) mentioned in point no. 6
10. Rebooking an Appointment when the applicant has not attended the test and the booking has expired:

- a) Check on the availability of slots (date,slot no. and quota -available) using the Enquiry options (Ex: enquiry LL Test Slot) available in the portal
 - b) Follow steps (a) to (f) mentioned in point no. 6
11. To protect the Appointment Booking Rights of the Genuine Applicants :
- a) Booking is allowed on OTP authentication only. Sarathi Portal sends an OTP to the registered mobile number of the applicant while booking the appointment. Applicants are requested not to share the password with anybody
 - b) To restrict misuse of facility by few as per maximum no. of appointments on a mobile no. are limited as defined by the concerned authorities. The System will give an appropriate message when the registered mobile number of the applicant has exceeded the defined count limit.
 - c) Bookings are allowed during the defined timings only as defined by the concerned state authorities. Booking not allowed outside the specified timelines. The System will give an appropriate message, when the booking timing is not within the configured time limits.
12. Quota-for-expiring LLs: Many of the states have defined a separate quota to facilitate those applicants whose Learner licence validity is expiring soon. Wherever such quota is defined by the authorities system automatically checks in that quota too if the normal quota is not available and the learner licence is getting expired in next N days as defined by the state govt. Applicants are also requested to verify this quota in case general/normal quota is not available in the enquiry module.
13. Quota-for-Retest: Similarly some states have defined separate quota for to facilitate those applicants who had failed in the tests and appointment is not available in the normal quota to appear for retest. Applicants are also requested to verify this quota in case general/normal quota is not available.
14. In case of any malpractice is observed or appointments are not available on a continuous basis, applicants are requested to call the contact number or designated authorities or persons at the RTO office.
15. To Verify Quota applicants are requested to use the Slots Enquiry Option.
16. To Book Appointment applicants are requested to use the Slot Booking Option.
17. To Cancel Appointment applicants are requested to use the Slots Cancellation Option.
18. To print Acknowledgement Slip applicants are requested to use the Application Status and Click Acknowledgement.