

FAQ (DRIVING LICENCE)

1. How can I obtain a Permanent Driving Licence?

Applicants can visit <https://sarathi.parivahan.gov.in/sarathiservice>>>Apply Online>>New Driving Licence.

Applicant should take the print out of the duly filled-in ONLINE application along with the reference number and submitted the same at the chosen RTO.

Wherever the ONLINE transactions are not enabled, the applicants shall submit the application in the prescribed CMV Form-4/Unified Form to the jurisdictional licensing authority.

2. What kind of vehicles are necessary to be taken for a driving test for issue of MCWG category of driving licence.

2 wheeler above 50 cc with gear and Non-Transport vehicles only (MCWG)NT.

3. My details are not found when I want to apply for a Driver Licence.

Visit your concerned RTO for updating your Learner Licence or get backlog entry done at the RTO.

4. Can the Driving Licence be dispatched to the applicant's address ?

Yes, if issue of Licence is approved by the concerned RTO.

5. Status of my Application is shown as " DL approved" but the licence is not yet received?

After approval at RTO a maximum of 45 days time is taken to complete the process and despatch to the applicant's address.

6. How do I know the dispatch status of my Driving Licence to my current address.

You can check the application status on the portal if postal tracking number is provided by the RTO.

7. What is the validity of the Driving Licence ?

a). If the driving licence is issued/renewed to drive a transport class of vehicle then the licence is effective for a period of 5 years from the date of issue or renewal.

b). In the case of any other driving licence (i.e. contains only non-transport class of vehicle(s), validity shall be as follows:

If the person obtaining the licence :-

i). Has not attained the age of 30 years on the date of issue or renewal thereof be effective until the date on which such persons attain the age of 40 years.

Or

ii). Has attained the age of 30 years, but has not attained the age of 50 years on the date of issue or renewal thereof be effective for a period of 10 years from the date of such issue or renewal.

Or

iii). Has attained the age of 50 years but has not attained the age of 55 years on the date of issue or renewal thereof be effective until the date on which such person attains the age of 60 years.

Or

iv). Has attained the age of 55 years on the date of issue or as the case may be, renewal thereof be effective for a period of 5 years from the date of such issue or renewal.

8. What is the validity of endorsement to drive vehicles carrying hazardous goods ?

Three years.

9. Can I Edit the Driving Licence application form after submission?

No. It is not possible to edit the application after submission.

10. What should I do if I have submitted wrong information in my application ?

Since it is not possible to edit the application after submission, you have to cancel the application and apply again. However, fee if paid any will not be refunded.

10 I have a Driving license issued in one state but I need to apply for a licence for another category of vehicle in a different state, with my current proof of address.

No Objection Certificate from the previous RTO is required to be enclosed to the application for obtaining licence for another category of vehicle in a different state. Applicant should select the correct State / RTO as per his new address and apply for a change of address with proof of current address. Sarathi portal is not responsible for any wrong selection of RTO and payment made in such cases is not refundable.