FAQ (Services on Driving Licence)

1. **How to obtain various services on Driving Licence viz Issue of Duplicate Licence, Renewal of Licence, Change of Address, NOC.**

   Go to https://sarathi.parivahan.gov.in >> Select State >>Apply Online>>Service on Driving licence.

2. **My driving licence details are not shown in the National Register. How can I authenticate my driving licence details for use in a foreign country?**

   Driving licence details are updated from State Register to the NR Portal. Please consult the concerned State Transport Department, if the details are missing in the NR Portal.

3. **How can I renew my Driving Licence in another State/RTO and also simultaneously add a new class of vehicle?**

   Driving Licence can be renewed at a different State/RTO by submitting an Online Application to the State & RTO in whose jurisdiction your present address / address of your business is located. This application should have the request for Change of Address also. As per the latest amendment of the CMV Act there is NO requirement of NOC as long as the Driving Licence data is available in Sarathi Database.

   To add new class of vehicle to the existing Driving Licence, the applicant must have a valid Learner Licence obtained from the previous RTO. Addition can be done under the option of "Additional Endorsement to Driving Licence".

4. **When should I apply for Renewal of Driving Licence ?**

   As per the latest amendment of CMV act, renewal of a driving licence could be done within one year prior to or after the expiry of the Driving Licence.

5. **What is to be done if the Driving Licence has expired for more than 1 year?**

   Apply for Renewal with Retest / Revalidation of Driving Licence. In order to complete this request, the requirement of a valid Learner Licence is as per the state customization.

6. **How to add a different class of vehicle to the existing Driving Licence ?**

   Applicants can apply for adding a new class of vehicle to the Driving Licence ONLINE by following the link Log on https://sarathi.parivahan.gov.in >> Select State >> Apply Online>> Services on Driving Licence, provided on the website for the selected state. A valid Learner Licence is a pre-requisite for this service.

7. **What is the procedure to renew an expired driving licence in a state other than where it has been issued?**

Driving Licence can be renewed at a different State/RTO by submitting an Online Application to the State & RTO in whose jurisdiction your present address / address of your business is located. This application should have the request for Change of Address also. As per the latest amendment of the CMV Act there is NO requirement of NOC as long as the Driving Licence data is available in Sarathi Database.

8. **I have applied for one class of vehicles but decided to add another later.**

Applicant can add one more class of vehicle from https://sarathi.parivahan.gov.in >> Select State >> Online services >Sarathi services> Modify applications > Select add class of vehicle and enter application number and date of birth. However, this is possible only before payment of fees.

9. **How can I get an International Driving Permit?**

Applicants can apply ONLINE for International Driving Permit. Visit https://sarathi.parivahan.gov.in >> Select State >> Apply Online>> Services on Driving Licence on the website. Enter the Driving Licence Number and Date of Birth and click on Get DL Details button. Then select Issue of International Driving Permit from the list of services displayed.

10. **How to get the address changed in the Driving Licence?**

Applicants can apply ONLINE for change of address in Driving Licence. Visit https://sarathi.parivahan.gov.in >> Select State >>Apply Online>>Services on Driving Licence,   provided on the website. Enter the Driving Licence Number and Date of Birth and click on Get DL Details button. Then select Change of Address from the list of services provided.

12. **Driving License number is not found on SARATHI?**

Those candidates, whose licence data is not available in central Repository, can get the service   from the concerned RTO / RLA Authority. You are requested to contact the concerned RTO with your Smart Card Driving Licence or any copy, to do the backlog entry, after which, you can apply online for services on Driving Licence.

13. **How to upload Photo/Documents?**

You can upload / re-upload the photo/document by following the process. https://sarathi.parivahan.gov.in >> Select State >> Upload Documents.

14. I am unable to upload documents.

Please read and check the following instructions before uploading documents.

* File name should not contain blank spaces.
*Allowed File Types are (jpeg /jpg / pdf) and Maximum File size is 300 KB.
* File name should not contain Special characters (;,!,@,#,:,$,%,^,&,",*,(,),_,-,=,+,/,\,>,<,',;,{,},[,],.)

15. Driving Licence is approved but not delivered.

You are requested to contact the concerned RTO/Department to get the Driving Licence dispatch tracking number. Using the number you can track the status of the Licence.

16. Slots are not available on the web site.

Slots will be issued by the RTO/State only. You are requested to contact the concerned RTO in this regard.

17. Driving Licence data is not updated in Digilocker.go.in.

Driving Licence details are needed to be migrated from RTO to Sarathi portal by your concerned RTO. If the Driving Licence details are not found in Digilocker, please consult your RTO/Department

18. My application is pending at Scrutiny stage for many days.

You are requested to visit the concerned RTO on the scheduled date of appointment, along with the necessary documents to complete the remaining process. In cases where online slot booking facility is not available for any particular RTO, the applicant has to go to the concerned RTO at the earliest along with the necessary documents, to complete the remaining process.

19. How to update Mobile number or make any modification in my data?

You are requested to visit the concerned RTO for any modification or updating your personal data.

20. Can I change the RTO after generation of the application?

Application generated against any RTO can be changed before the payment of Fees. You are requested to contact the concerned RTO for further information in this regard.

21. How can I get a Refund of Payment?

The payment made gets deposited in the Government Treasury. Once the payment process is completed, no automatic refund is permissible from this site. For manual refund of un-availed service or double payment cases, user can approach their respective Transport Department/ RTO.

22. Payment has failed and an amount has been deducted from my account.

Please consult the bank to initiate refund process if amount has been deducted.

Always pay the fees at - https://sarathi.parivahan.gov.in/ >> Select State >> Fee/Payments>> Application Fee.

23. Pay status is pending.

The application cannot be cleared until we get the status as Success or Failure. Please consult the bank or you can clear the payment at the RTO.

If amount is not deducted you may cancel the application and apply once again.

24. How to verify if the payment is a failure or success?

Please follow the process below to verify the ePayment status:

https://sarathi.parivahan.gov.in >> Select State >> Fee/Payments>> EPAYMENT >> VERIFY PAY STATUS

25. I am unable to pay retest fees.

Please follow the process below to pay the retest fees:

https://sarathi.parivahan.gov.in >> Select State >> Fee/Payments>> EPAYMENT >> RE-TEST FEES

26. How to check the application status?

Please follow the below process to know the application status:

https://sarathi.parivahan.gov.in >> Select State >> Click on Apply online >> Click Application status >> Enter application No. & Date of Birth.

27. What is the process for Cancellation of Application?

Please follow the below process to cancel the application.

https://sarathi.parivahan.gov.in >> Select State >> ApplyOnline >> Cancel Application.

28. I am unable to print the Learner Licence.

Please follow the process below to print Learner Licence.

https://sarathi.parivahan.gov.in >> Select State >> Print License Details >> Print Learner License >> Enter Application No & DOB

29. How to apply for a permanent Driving Licence after issuance of Learner Licence?

Please follow the process below to apply for a permanent Driving Licnece:

https://sarathi.parivahan.gov.in >> Select State >> Apply online >> New Driving License >> Continue Instructions >> click on "Holding Learner Licence>> Enter Learner Licence Number & DOB >> Submit

30. What is the procedure for the following services?

1) ADDITIONAL ENDORSEMENT TO DRIVING LICENCE

2) AEDL FOR DEFENCE DRIVING LICENCE HOLDER

3) CANCELLATION OF NOC

4) CHANGE OF ADDRESS IN DRIVING LICENCE

5) CHANGE OF BIOMETRICS IN DRIVING LICENCE

6) CHANGE OF DATE OF BIRTH IN DRIVING LICENCE

7) CHANGE OF NAME IN DRIVING LICENCE

8) COV CONVERSION (applicable only in some states)

9) DRIVING LICENCE EXTRACT

10) ENDORSEMENT TO DRIVE HAZARDOUS MATERIAL

11) ENDORSEMENT TO DRIVE IN HILL REGION

12) ISSUE OF INTERNATIONAL DRIVING PERMIT

13) ISSUE OF DUPLICATE DRIVING LICENCE

14) ISSUE OF NOC

15) ISSUE OF PSV BADGE TO A DRIVER

16) RENEWAL OF DRIVING LICENCE

17) REPLACEMENT OF DRIVING LICENCE

18) SURRENDER OF COV(S)/PSV BADGE(S)

Please follow the process below to apply services on Driving Licence:

https://sarathi.parivahan.gov.in >> Select State >> Apply online >> Services on DL >> Continue Instructions >> Enter DL Number & DOB >> Submit.

31. I have lost the application number but I know my Driving Licence/Learner Licence number.

Please follow the below mentioned process to search the related application number.

https://sarathi.parivahan.gov.in >> Select State >> Apply online >> Search related application numbers >>.

32. How Foreign Driving Licence holder or defence personnel obtain Driving Licence?

Please follow the below mentioned process to apply Driving Licence.

https://sarathi.parivahan.gov.in >> Select State >> Apply online >> New Driving Licence.

Select the appropriate option available before submit.