

PARIVAHAN Q&A

➤ Vahan (RC) – Vehicle Registration related questions

Q: I am trying to pay Motor Vehicle tax but getting message Alert!!! Vehicle is blacklisted.

A: If the vehicle is blacklisted then customer cannot avail any Vahan services like Tax for that vehicle. To pay the road tax customer has to remove their vehicle from blacklist by contacting respective departments and then proceed with Vahan services.

Q: I am trying to pay Motor Vehicle tax online but transaction is showing pending.

A: This is because previous transaction of same vehicle must be pending, new transaction is not possible without complete settlement of previous pending transaction. Customer can check current status of transaction by going to Check Pending Transaction

Q: Can user pay Motor Vehicle Tax online and where?

A: Yes, Motor Vehicle Tax can be paid from portal parivahan.gov.in or from State transport portal.

Q: I am trying to pay Motor Vehicle tax but after payment I am getting an error message, This transaction is failed please initiate new transaction.

A: If the amount is debited from the customer's bank account, he/she should wait as reconciliation could be pending from the bank side. Customers should keep checking high transaction status through Check pending transactions

Q: I am trying to pay Motor Vehicle tax but when I click on payment option nothing happens, a blank page is displayed.

A: Customer can retry for the payment after sometime and if the problem continues, he/she can contact Vahan Helpdesk for issue reporting.

Q: Which mobile number do I have to use to avail online Motor vehicle tax payment option?

A: Citizen can avail this facility by entering any mobile number, he/she will get OTP for confirmation of mobile number. After confirmation he/she can proceed further for payment process.

Q: Why am I getting following alert message after entering vehicle registration number Alert! This service has not been activated for the concern State/RTO ?

A: Online tax payment facility is only available at selected State / RTO, as permitted by State Transport Department. Only a few States and its online RTO are covered under facility.

➤ **DMS – Document Management Services**

Q: Is Form 1A Mandatory for Learner Licence Test?

A: No,

Medical Certificate (FORM 1A) is required for applicants having age equal to or above 40 years.

Q: How to upload the documents for the learner's license?

A: Steps to Upload/Re-upload scanned document in License :-

1. Visit <https://sarathi.parivahan.gov.in/>
2. Select concerned state
3. Click on "Upload Document"
4. Select "Upload Document/Scanned or "View Document"

Note :

This Services is available as per states customization.

Q: I have multiple pages of documents, how to upload in single file?

A: Document need to be single jpeg copy or PDF file in the given size only. You may use online option to compress them.

Q: I have uploaded all the documents but in application status it's still asking me to upload documents

A: Steps to check License status:

1. Visit <https://sarathi.parivahan.gov.in/>
2. Select concerned state
3. Select "Application Status" from "Apply Online" menu

Q: How to modify/re-upload the documents?

A: Steps to Upload/Re-upload scanned document in License:-

1. Visit <https://sarathi.parivahan.gov.in/>
2. Select concerned state
3. Click on "Upload Document"
4. Select "Upload Document/Scanned images"

Note :This Services is available as per states customization.

➤ Fees Payment

Q: What is the procedure for payment of fees?

A: Steps to Pay Online, Additional, Retest Payment or Verify Pay Status:-

1. Visit <https://sarathi.parivahan.gov.in/>
2. Select concerned state
3. Click on "Fee Payments"
4. Click on "Fee Payments" menu and Select Service

Q: Option of online fees payment is not available for Learner License

A: Might be your state is not accepting the online fees, You need to contact your Zonal Office/Transport Department, while carrying the original document(s)

Q: How can I make payment if payment access is denied?

A: Steps to Pay Online:-

1. Visit <https://sarathi.parivahan.gov.in/>
2. Select concerned state
3. Click on "Fee Payments" from the "Fee Payments" menu
4. Click on "EPayment" menu and Select Service

Q: Can I cancel my application and get refund of fee?

A: No, the cancel application Fee is not refunded

Q: How to get refund for cancelled application?

A: No, the cancel application Fee is not refunded

Q: What should I do if I failed the Learner License Test?

A: Steps to Pay Retest Payment :-

- 1 Visit <https://sarathi.parivahan.gov.in/>
- 2 Select concerned state
- 3 Click on "Fee Payments"
- 4 Click on "EPayment" menu and Select Service

Q: How to verify if the payment is a failure or success?

A: Steps to Verify Pay Status:-

1. Visit <https://sarathi.parivahan.gov.in/>
2. Select concerned state
3. Click on "Fee Payments" from the "Fee Payments" menu
4. Click on "EPayment" menu and Select Service