

**Government of Jammu and Kashmir,
Transport Department, Civil Secretariat,
J&K, Jammu.**

C I R C U L A R

Subject: Streamlining of Online Services- regarding.

The Motor Vehicles Department has launched online services (e-Vahan, e-Saarthi & Other Services through Internet Portal) viz. Issuance of Duplicate Registration Certificate, Change of address in Registration Certificate, Transfer of ownership, Vehicle inspection fees, Renewal of Route Permit, Issuance of Learner License, Extension/Renewal of Learner License, Driving License, Renewal of Driving License, Issuance of Duplicate Driving License, Replacement of Driving License, Change of particulars in Driving License, Issuance of trade certificate, Renewal of trade certificate, Issuance of Goods Carriage Permit (Fresh), Hypothecation Termination, Hypothecation Endorsement etc to encourage the paperless, cashless & faceless Government transactions and to bring the transparency and accountability in providing these services.

It has been observed that in some offices of RTOs/ARTOs across the UT of J&K these services are being availed/provided manually which defeat the basic purpose of the initiative of the Government of providing these services to the general public in hassle free/transparent manner.

It is therefore impressed upon all the RTOs/ARTOs to ensure that these online services of the Department be provided through online mode only and personal presence of applicants be banned in the premises of RTOs/ARTOs and the below instructions be followed strictly:

- i) All RTO/ARTOs shall take the Driving License test of the applicants as per the list printed from the Sarathi 4.0 Portal of that date. In case, any applicant is found absent on that particular date, he shall be marked as absent and has to book his new slot.
- ii) All RTO/ARTOs shall upload the Driving License result on the same day after completion of the test on official Whatsapp group and e-mail ID of Transport Commissioner/ RTO concerned on the same day.

 

- iii) All RTO/ARTOs shall ensure that the final approval of the result of the Driving License test is declared within 48 hours (within two working days).
- iv) 100% Postal Delivery should be ensured and no Driving License shall be given to any person by hand.
- v) In case of urgency/Force majeure factors, only RTO can pre-pone/postpone the Driving License Test. While doing so the concerned RTO should record reason/justification of the same and a list of driving test to be conducted along with the next date should be updated and applicants be informed accordingly, but this should be resorted to, only in exceptional circumstance. ARTOs shall not pre-pone/postpone any date of the Driving License Test without prior approval of concerned RTO.
- vi) There shall be no requirement to submit any document i.e. Driving License related, Registration Certificate related or Route Permit related either by hand or through registered post in any RTO/ARTO offices for availing on-line services of the Department, for which the concerned owner / applicant has already uploaded on Sarathi / Vahan Portal. However in case and any misrepresentation by owner / applicant he/she shall be personally responsible for the same and shall be dealt as per the law.

Direction for dealers/HSRP Vendors:-

- vii) The dealers are directed to upload the documents and approve the files for registration of vehicles within 3 days positively.
- viii) They shall not charge any additional fee on account of HSRP (number plate) and miscellaneous charges etc.
- ix) In case any dealer is found Charging extra fee/charges then strict penal action including blocking of User IDs / passwords shall be taken immediately without any further notice. Further RTO / ARTO concerned shall cancel / suspend the trade certificate of dealer including blocking of User IDs & passwords in case any authorized dealer is not found approving and issuing Registration Certificates to the owner within 7 days. The dealers shall also display the rate list of token tax, registration fee, HPA fee and zero fee for HSRP. The authorized vendor shall ensure the affixation of the HSRP number plates within 7 days of generation of the approval.



Helpline Numbers:-

- x) A dedicated Helpline number shall be notified by RTO/ARTO to register/redress the grievance of the General Public. General Public can also register their grievances on the official e-mail IDs of the office which shall be widely published.

Any deviation of the above instructions shall be viewed seriously and action as warranted under law shall ipso-facto follow against the concerned. Transport Commissioner, J&K shall ensure the compliance of the above instructions in letter and spirit.

(Hirdesh Kumar) IAS

Commissioner/Secretary to the Government,
Transport Department.

No. TRPT-MVDON/15/2021-02/O/o Transport

Dated: -09-2021.

Copy to:

1. Principal Secretary to the Lieutenant Governor, J&K.
2. Joint Secretary (J&K), Ministry of Home Affairs, Government of India.
3. Divisional Commissioner, Jammu/Kashmir.
4. Inspector General of Police Traffic, J&K.
5. Inspector General of Police, Jammu/Kashmir.
6. Transport Commissioner, J&K.
7. All Deputy Commissioners (Chairman/Chairperson, RTA).
8. All Superintendents of Police.
9. Director Information, J&K, Jammu. He is requested to publish the circular in leading dailies of J&K for information of the general public.
10. Regional Transport Officer, Jammu/Kashmir/Kathua and all ARTOs for strict compliance.
11. Incharge NIC.
12. Private Secretary to Chief Secretary, J&K.
13. Private Secretary to Hon'ble Advisor (Incharge Transport Department).
14. Private Secretary to Commissioner/Secretary to Government, Transport Department.
15. Incharge Website, Transport Department.
16. Government Order/Stock file.

(Raj Mohamad Malik) JKAS
Additional Secretary to Government,
Transport Department.